

PSR #	Date Logged	Line/Route	Location	FEEDBACK
446146	1/2/2014	22 FILLMORE	16TH ST.& CHURCH	OP DID NOT MAKE ANNOUNCEMENTS
446152	1/2/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ OCEAN & LEE	OP. CALLED A FEW REQUIRED STOPS, BUT NOT AT START. MISSED KEY STOP AT JULES AND 17 TRANSFER POINT AT OCEAN & JUNIPERO SERRA. OP. DID NOT MAKE STOP ANNOUNCEMENTS.
446153	1/2/2014	14 MISSION	BOARDED @ MISSION & 4TH ST.	DVAS NOT ON; OP. CALL NONE OP DID NOT MAKE STOP ANNOUNCEMENTS.
446175	1/2/2014	7 HAIGHT/NOR IEGA	MARKET AND VAN NESS	ADA patron states "on run #225, I boarded at Market at Van Ness and I push the wheelchair into the bus before sitting down into it. I asked the driver to wait until I swing the wheelchair around to sit down. A woman was too close to my chair so I could not spin it around . This took a little more time. The driver impatiently took off and hit the gas. I lost control of the wheelchair and other passengers helped me. The driver would not stop long enough for me to sit in the wheel chair seat and lock the wheel. When I got off the bus I looked at the drivers shoulder but he had no badge number. He mockingly yelled to me..."whats your number lady!!!!?"
446192	1/2/2014	29 SUNSET	19TH AVE HOLLOWAY AVE SAN FRANCISCO 94132	patron stated that after waiting fro the bus for about 40 minutes, when the driver arrived and saw the patron with his service dog, Staffordshire and the driver would not let him on the bus, patron told him that it was a service dog, and had tags and papers. but the driver told him that there is no such thing as a pit bull service dog, and he would not let him on with pit bull dog.
446236	1/3/2014	31 BALBOA	MARKET ST POWELL ST SAN FRANCISCO 94102	bus was only half full, and the driver let everyone else in the bus and the bus got full, patron uses a wheel chair and could not get in, after the bus was full the driver told the patron that there was no room for her on her wheel chair, the driver asked passengers if anybody wanted to get off the bus so the patron can get in the bus, the driver told patron that she would have to wait for the next bus, the next bus was coming in 17 minutes, patron gave the driver an annoyed look and the driver told her " dont give me the look" patron told the driver that she should have let her in the bus first, the driver told the patron that the passengers were standing, she closed the door and took off.
446249	1/4/2014	49 VAN NESS/MISSI ON	MISSION ST 23RD ST SAN FRANCISCO 94110	Patron stated" The 49 came in it look like it was going to stop and it just kept going went right pass me, I was standing one foot on the curb with two bags and a dog and I yelled at them and they still kept coming. The 14 pulled up right behind and it kept going too."
446268	1/4/2014	12 FOLSOM/PA CIFIC	CONNECTICUT ST 17TH ST SAN FRANCISCO 94107	I tried to signal for the driver to stop, he stopped because there was a stop sign. I asked for a wheelchair lift and he just closed the doors and drove off. He did not respond or reply. Most 10, 27 & 47 drivers are sensitive to older riders.

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446272	1/4/2014	38 GEARY	OFARRELL ST HYDE ST SAN FRANCISCO 94109	patron states "I was just passed up by the 38 IB! He was speeding so fast and is very dangerous. I am disabled and I cant run to the bus."
446296	1/5/2014	5 FULTON	HYDE ST MCALLISTER ST SAN FRANCISCO 94102	ADA Apron states "I am an ADA patron in a wheelchair. The bus came up to the stop and the driver opened the door and said her ramp doesnt work. She didnt try to use it or anything and she just left me here. I think she just didnt want to move people to the back."
446304	1/6/2014	J-N CHURCH/JU DAH	4TH ST KING ST SAN FRANCISCO 94107	Patron stated, that "I was coming from the Caltrain Station. I was crossing from the median and was at the bottom of the ramp to cross over to catch the outbound N. The driver made eye contact with me and I waved letting him know I wanted to catch that N. Before I could get off the median he pulled away."
446310	1/6/2014	14 MISSION	BOARDED @ MISSION & 4TH STS	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. (NO), OR (DVAS) DVAS NOT ON; OP CALL NONE.
446317	1/6/2014	25 TREASURE ISLAND	MAIN ST. NEAR THE TRANSBAY TERMINAL	The patron stated, "The operator dropped us about 2 blocks from Main because the vehicle died, then it started right up again but made everyone get off the vehicle. She went around the Temporary Transbay terminal and picked people up to go back to the island. There were people with children, Im handicapped and we had to walk two blocks. We missed our connections and had to wait to the next one. She had a real nasty attitude today."
446323	1/6/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ OCEAN & LEE STS	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS NOT MADE BY OP. OP. CALLED A FEW REQUIRED STOPS, BUT NOT AT START . MISSED KEY STOP AT JULES AND 17 TRANSFER POINT AT OCEAN & JUNIPERO SERRA
446324	1/6/2014	22 FILLMORE	BOARDED @ 16TH & CHURCH	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS NOT MADE BY OP.
446392	1/7/2014	67 BERNAL HEIGHTS	24TH ST MISSION ST SAN FRANCISCO 94110	intending patron states the bus flew by, the bus didnt pick up the wheelchair passengers, im in a wheelchair and there are others, it just took off, and it left early at 955a
446397	1/7/2014	44 O'SHAUGHN ESSY	6TH AVE CALIFORNIA ST SAN FRANCISCO 94118	The patron stated, "I was on MUNI's board of directors from 2008-2012 and was waiting at 6th and California for the OB 44. The vehicle arrived -Run 80 -the operator lowered the ramp then pulled it back up and left. The operator said that the stop was too narrow. Ive taken the bus from this stop for years. This operator needs to improve her attitude." 311 notes that the phone call was placed by a MUNI employee also at the stop who indicated the caller was in a wheelchair, then gave the phone to the patron in the wheelchair to file the report. The patron declined an ADA hearing.

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446405	1/7/2014	49 VAN NESS/MISSION	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	ADA Patron states, "The operator had access from the beginning to put down the lift, she was clear. I asked her if she could please put down the ramp because I have a right shoulder injury. She said no she cant do that. I had called MUNI and they told me that a law had passed for mothers with strollers. She said she wont do it and she refused to lower it. I had to get on board by myself. She asked if I had a disability ID, I dont have one yet, but I have a letter. Im going through physical therapy and they told me not to lift but I did and now it hurts. I have a witness but she had a stroller and couldnt help me."
446406	1/7/2014	49 VAN NESS/MISSION	MISSION ST 22ND ST SAN FRANCISCO 94110	ADA Patron states, "I asked the operator if she could put down the electrical ramp down because I have a right shoulder injury. She said that she couldnt because a van was parked incorrectly. I understand the bus needs to be parallel to the curb and I asked if she could move a little bit. She said she was not going to do that because shes running late and she needs to go. I said if she was running late that it was not my fault and that I have a witness. She said again she is not going to lower the lift. I told her Im going to file a complaint and she said she will also call it in, closed the door and left.
446407	1/7/2014	J-N CHURCH/JU DAH	BOARDED @ DUBOCE & CHURCH	OPERATOR FAILED TO CALL OUT STOPS
446408	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ TH & KING STS	OPERATOR FAILED TO CALL OUT STOPS
446409	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ ARLETA STA	OPERATOR FAILED TO CALL OUT STOPS
446410	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ EMBARCADERO & BRANNAN	OPERATOR FAILED TO CALL OUT STOPS
446413	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ LeConte	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS NOT MADE BY OP. HAD TO WAIT THE MAXIMUM 20 MINS. BECAUSE INTERVENING T [1492 A] WAS SAME AS PREVIOUSLY TAKEN OUTBOUND.
446414	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 4TH & KING STS	OPERATOTR FAILED TO CALL OUT STOPS
446415	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD & 20TH ST.	OPERATOR FAILED TO CALL OUT STOPS
446416	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ CASTRO STA	OPERATOR FAILED TO CALL OUT STOPS

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446417	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD & 20TH ST.	DID NOT ASK THAT PRIORITY SEATS TO BE VACATED UPON REQUEST FOR ASSISTANCE BY: [SENIOR] OP. FAILED TO ASK ABLE-BODIED MOTHER AND KIDS, SITTING IN THE SEATS TO BE YIELDED , TO YIELD ONE OF THEIR FRONT SEAT TO A MALE SENIOR.
446418	1/7/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ REVERE & SHAFTER	OP. CALLED A FEW REQUIRED STOPS, BUT SKIPPED EVANS, 20TH ST. BALLPARK, AND SOME UNDERGROUND STOPS.
446419	1/7/2014	45 UNION/STOC KTON	BOARDED @ UNION & FILLMORE	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO], BY DVAS [NO] OP. CALLED NONE. DVAS NOT OPERATE CONSISTENTLY.
446471	1/8/2014	Not Specified	N/A	Patron states, "I had go through RTC to get diabled Clipper Card. I am disable, for whatever reason, it took me 2 months, for a lost Clipper Card. I had to pay two times. In the meanwhile, I had to pay full fare. I cant afford this. Finally, yesterday I picked up my RTC card. I had by regular Clipper Card that had \$16.00, I called Clipper and asked them to transfer this to my RTC card. I found my balance on my Clipper Card is only \$1.10. They now told me it is ongoing. If I was not disabled this would not have happened. I want to make a ADA complaint. It is alot more trouble for disabled. When I pay using my debit card, why does it take so may days to put it on my card? It is not fair to me. Yesterday, RTC and inquiring about my Clipper card because I was told it would be mailed to me and Ive been waiting for over a month. They had my Clipper card. I have limited physical mobility, could you imagine how it would be for someone in a wheelchair? I would feel sorry for them. It shouldnt be this hard. Either I am going to get a refund or cancel my card. This needs to get fixed this morning."
446489	1/8/2014	49 VAN NESS/MISSI ON	MISSION ST 16TH ST SAN FRANCISCO 94103	patron states i am handicap and the bus driver closed the door on me and would not pick me up
446494	1/8/2014	5 FULTON	FULTON ST MASONIC AVE SAN FRANCISCO 94117	Patron stated,"The light was green while she was loading people. It turned Red while she was completing the loading. I was 8 ft away when she shut the door on a red light and sat there for a minute refusing to open the door for me. My only concerns is how many of people are getting left a the bus who are disable.
446567	1/9/2014	19 POLK	7TH ST MISSION ST SAN FRANCISCO 94103	Patron states "Im a dying old man, theres no reason why I have to go thru this. The bus passed me up. Ive got AIDS and theres no reason why I have to be out in the cold."
446604	1/10/2014	Defunct	BAKER ST SUTTER ST SAN FRANCISCO 94115	Patron stated "she didnt want to take time to put down the lift she got attitude because she had to put the lift down and then she yelled at me asking where did I want to get off at."

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446635	1/10/2014	38 GEARY	GEARY BLVD PRESIDIO AVE SAN FRANCISCO 94115	The patron stated, "The operator is not picking people up. She stopped at the stop to drop people off but then wouldnt allow anyone to board."
446669	1/11/2014	31 BALBOA	TURK	The bus driver was late leaving Embarcadero because he was chatting with another bus driver. After leaving Embarcadero he proceeded to speed down market St. On approximately 3 st he refused to pick up a wheelchair stating that it was not working properly. The bus driver was speeding so fast that when he stopped on Turk people had to hold on. As I was standing up to get to the exit I had to hold on with both hands and my seven year old son fell in the aisles. The bus driver was really rude and was speeding unnecessarily/unsafely. Please look into this.
446674	1/11/2014	Not Specified	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	Patron states "The next bus display is not working & the audio part doesnt work either and it used to."
446676	1/11/2014	38R GEARY RAPID		The driver of this train was exceptionally rude. A disabled elderly man asked a few passengers to please ask the driver to lower the handicap ramp at Gough street stop. When I asked the driver that an elderly passenger would like the ramp lowered, she viciously yelled at me for no apparent reason. She was continually scolding on boarding passengers in a rude and discriminatory manner to those with disabilities. When I was exiting the train, she told me I should be ashamed of myself for interfering. Several other passengers were complaining about her inappropriate and offensive behavior. This type of behavior disgusts me as a loyal passenger to MUNI and I hope the department takes this complaint seriously and takes action to prevent the continual degrading of its passengers.
446687	1/12/2014	54 FELTON	PHELPS ST VESTA ST SAN FRANCISCO 94124	Patron states - The wheelchair lift ramp is worn out. The metal ramp needs to be repaired. The skidfree marks on the ramp for wheelchair and other patrons access is worn out. This is a safety issue for patrons on wheelchairs getting onthe bus. Please address and fix ASAP.
446757	1/13/2014	19 POLK	PINE ST POLK ST SAN FRANCISCO 94109	ADA patron states, "At least half of the MUNI buses lifts dont work. The operator said he wasnt going to pick me up. I had to get on one step at a time with my walker. I told him people like us is the reason why he has a job. He wanted me to wait for another bus, it is cold."
446786	1/14/2014	27 BRYANT	16TH ST BRYANT ST SAN FRANCISCO 94103	patron states im so tired of this happening to me the bus driver passed me by, i am handicap with a cane i want somebody to call me back

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446795	1/14/2014	22 FILLMORE	boarded @ church &16th	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR (NO) BY DVAS (NO), VEHICLE MAINTENANCE- DVAS NOT ACCURATE, DVAS NOT AUDIBLE, ANNOUNCEMENT VISUAL DISPLAY WAS NOT CORRECT, EXTERNAL ANNOUNCEMENT NOT CORRECT, GENERAL SYSTEM ANNOUNCEMENT NOT FUNCTIONAL, DVAS NOT CALL ANY; OP. NOT CALL ANY.
446825	1/14/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD & MARIN STS	OP. CALLED A FEW REQUIRED STOPS, BUT MISSED 20TH STR. AND 2ND ST./BALLPARK
446859	1/15/2014	9 SAN BRUNO	7TH ST MARKET ST SAN FRANCISCO 94102	Patron states, "I want a hearing. I am a handicap. I want submit a complaint against bus number 8436. I was at Market and 7th Street and the 9 San Bruno would not lower the lift and let me on. He just refused to let me on. I am on a wheelchair."
446883	1/15/2014	J-N CHURCH/JU DAH	BOARDED @ CHURCH & 14TH STS	NO OUTBOUND J FOR > 20 MINS. SWITCHED.
446884	1/15/2014	J-N CHURCH/JU DAH	BOARDED @ EMBARCADERO STA.	NO OUTBOUND N FOR >20MINS. SWITCHED.
446885	1/15/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ EMBARCADERO STA.	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO] OP. CALLED A FEW REQUIRED STOPS, BUT NOT AT START AND THEN ONLY OCCASIONALLY.
446886	1/15/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ HUDSON/ INNES	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO] OP. CALLED A FEW REQUIRED STOPS, BUT NOT AT START AND THEN ONLY OCCASIONALLY.
446887	1/15/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ FOREST HILL STA.	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO] OP. CALLED SOME, BUT MISSED BALLPARK AND 4TH KING STS.
446888	1/15/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD & 20TH ST.	Announcements-Major Stops/Transfer Points made by op.[no] OP. did not call out all stops.

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446911	1/15/2014	Defunct	MISSION AND 16TH ST	PATRON STATES SHE CALLED 311 AND WAS GIVEN DIRECTIONS TO GET TO ST MARYS HOSPITAL, PATRON STATES SHE ASKED THE DRIVER WHAT STOP SHOULD SHE GET OF FOR ST MARYS HOSPITAL AND PATRON STATES THAT THE DRIVER RESPONDED BY STATING "I AM NOT A TAXI DRIVER. PATRON STATES SHE SAID TO THE DRIVER WHY DID YOU SAY THAT TO ME, PATRON STATES SHE TOLD THE DRIVER SHE WAS JUST RECONFIRMING THE INFORMATION FOR DIRECTIONS THAT SHE GOT FROM 311, PATRON STATES THAT THE DRIVER SAID TO HER THAT HE RUNS THIS BUS, PATRON STATES THAT THE DRIVER TOLD HER TO GET OUT OF MY SIGHT YOU CAN BE IN TROUBLE IF YOU DO NOT GO SIT DOWN, PATRON STATES SHE TOLD THE DRIVER I AM GOING TO CALL MUNI, PATRON STATES THAT SHE IS ELDERLY AND WALKS WITH A WALKER. PATRON STATES SHE TOLD THE DRIVER SOMEDAY YOU WILL BE LIKE ME. PATRON STATES THAT THE DRIVER NEEDS TRAINING.
446924	1/15/2014	28 19TH AVENUE	19TH AVE JUDAH ST SAN FRANCISCO 94122	Patron stated, "Approximately at 4:15 pm, after the pop officer got off the bus, (see SR 3275845)the operator indicated that the passenger was up tight. The passenger then indicated that she(the driver) needed to be professional. The operator argued with the patron from Judah and 19th to Fulton and 19th Ave. She asked the operator to stop arguing with her but the operator continued to argue. The patron was very frustrated."
446925	1/15/2014	12 FOLSOM/PACIFIC	1 SANSOME ST SAN FRANCISCO 94104	ADA patron "I have now had three issues with the same driver and I am sick of this. I have a problem with calf on leg and it is painful to walk. This one driver also makes me climb the steps! Even after I ask to have the platform to be lowered this driver denies me."
446934	1/15/2014	7 HAIGHT/NORIEGA	STANYAN ST HAIGHT ST SAN FRANCISCO 94117	ADA patron stated that I was entering the bus as a disabled person. I was trying to find the first available seat. After I entered the bus I had less than ample time to even find a seat and the bus thrust forward and I fell into a seat hitting my leg which shouldnt ever happen because I was trying to board as a disabled person and I asked for the kneeling of the bus and so as I asked and as I entered the bus I got no response from the driver and instead I had entered the bus and with a forceful exhilaration the bus lurched forward and I was thrust into a seat that I wasnt planning on sitting in but certainly the bus thrust forward injuring my right knee (asked patron if he needs 911 patron declined) Im a disabled rider and that bus was completely unsafe for me
446937	1/15/2014	Defunct	CASTRO ST 18TH ST SAN FRANCISCO 94114	Patron said, "There is bus and a wheelchair person tried to get on the bus and I am disabled, on crutches, I was almost in the bus stop, I knocked beside the bus stop. The bus driver should notice Im coming with my crutches and at that point was not leaving yet, the wheelchair in the front door, taking on the wheelchair person, then I knocked on the side door, please let me in, and the bus driver drove away."
446938	1/15/2014	45 UNION/STOCKTON	KEARNY AND SUTTER	Patron stated "The 45 bus just passed me up. Im blind and carrying a cane in my hand. Im standing at the stop and they just passed me up."

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446947	1/16/2014	94 K/L/N OWL	3RD ST INNES AVE SAN FRANCISCO 94124	PATRON SAYS, "I WAS GETTING ON THE BUS 1492A YESTERDAY. IM A DISABLED PERSON. HE PULLED THE BUS ALL THE WAY UP AND MADE ME GET ON THE VERY LAST DOOR ON THE T-BUS. AND THEN AS I GOT ON THE VERY LAST DOOR, I STARTED WALKING UP TO THE FRONT...AND HE STARTED YELLING AT ME TO HURRY UP...AND I WALK SLOW BECAUSE IM DISABLED...AND THIS WAS AT 5:45AM IN THE MORNING. AND THEN HE TOLD ME THE NEXT TIME HE SEES ME, HES GOING TO PASS ME UP. THATS WHAT HE TOLD ME. AND HE DID THE VERY SAME THING TO ME ON MONDAY OF THIS WEEK...MADE ME GET ON THE VERY LAST DOOR...STARTED HOLLERING AT ME SO HE COULD DRIVE OFF REAL FAST. HE SPEAKS LIKE HES LIKE AFRICAN OR SOMETHINGM, YOU KNOW. I SAW HIM THIS MORNING, AND DIDNT GET ON HIS BUS THIS MORNING. I GOT ON THE NEXT ONE."
446963	1/16/2014	K-T-L-M-S (Misc Unsorted)	RANDOLPH ST ARCH ST SAN FRANCISCO 94132	patron states for the last 2 or 3 wks its saying registering, the communication is not happening to that display or the display is bad, im a disabled man using a scooter and arch has a platform for me to use the metro
446985	1/16/2014	27 BRYANT	5TH ST MARKET ST SAN FRANCISCO 94102	Patron stated: "I boarded the bus and I got on. I use a cane. I had questions as to whether she dropped off at the McDonalds by the courthouse. I didnt want to stand so I sat down in the first seat next to the door. I said excuse me maam, excuse me driver, trying to get her attention, but she acted like she didnt hear me. I didnt yell, but I altered my voice. Another gentleman on the bus asked me where I wanted to go. He told me, and then the Muni operator made a comment, "Stupid white bitch." She also said that the recorder on the bus was going to record me yelling and screaming. So if I was yelling and screaming, she heard me. I left the bus saying "I hope your day gets better, have a nice day." I did not get into any verbal altercation with her, I didnt engage in anything that she was saying to me."
446995	1/16/2014	31 BALBOA	EDDY ST FILLMORE ST SAN FRANCISCO 94115	Run #04 Patron stated "I walk with cane when the operator stop 3 feet away from the curb patron stepped down off the curb and patron asked the operator request kneeler the operator told patron I can not do the kneeler till patron step back up on the curb once I boarded the bus patron paid her fare 75 cents patron is a disabled patron sat down behind the operator and pulled her disabled pass out of her bag and stood up to show her disable pass to the operator the operator said you have to come over here to show me the pass then the operator deliberately drop the transfer on the floor like patron had disease the operator stare to lecture the patron how long he has been driving the bus, patron get to her work and was very upset and crying"
447007	1/16/2014	9 SAN BRUNO	POTRERO AVE 22ND ST SAN FRANCISCO 94110	The patron states: I was coming from my nurology appointment. I was crossing the street, two people were boarding, the driver shut the door as I reached the door, just behind the boarding patrons, she was not looking. I looked at her like are you going to let me board but she made eye contact, shrugged her shoulders and then left. I walk with a cane. This just happened.

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447037	1/16/2014	27 BRYANT	MARKET ST 5TH ST SAN FRANCISCO 94102	Patron States, "I was going to get on the bus, and the bus driver would not let on the disabled man in a wheelchair. I know that you have to make room for them on the bus. I told the driver that you get into serious trouble for not asking people to move to the back or make room for someone in a wheelchair, and he didnt care."
447038	1/16/2014	27 BRYANT	MARKET ST 5TH ST SAN FRANCISCO 94102	Patron states: 27inbound at 5th Street and Market Street. Driver loaded everybody first at this bus stop. By the time it got to me he said theres no room and told me to take the next one. I am on a wheelchair. Vehicle number 8404.
447049	1/16/2014	23 MONTEREY	AGNON AVE CRESCENT AVE SAN FRANCISCO 94110	Per Muni patron. Theres been many times when some substitute operators or new and unfamiliar, or in hurry, will pass that stop even though I pulled the cord to alert them a stop has been requested. The issue is its poorly marked. The utility pole has yellow thing on it. I complained about this yr ago. More training for driver. 311 said they would put it down on the pavement. Thats been months. 3 or 4 times since I have had to get the driver to stop. Soemtimes they refuse to stop, if they didnt see it. I want to get the pavement parked like they said they would. Im visually impaired so that adds to the problem. I can assure you that if something isnt done soon it more than Muni I will be meeting with.
447077	1/17/2014	5 FULTON	FULTON ST MASONIC AVE SAN FRANCISCO 94117	Patron states he is disabled with a cane and a bad leg.The driver blew right pass the bus stop.The bus before #8654 was the bus that passed me up.There is no where to sit I have to lean on the fire hydrant here.I am so mad I threw my cane at the bus and hit it.This driver needs to be off the bus and retrained.I am coming from the hospital over at Parnassus St.
447082	1/17/2014	5 FULTON	FULTON ST MASONIC AVE SAN FRANCISCO 94117	patron states "I was waiting at the stop I an a senior disabled, i was resting on the white fire hydrant, there was another senior woman at the stop and my caregiver, the bus came up to the stop and blew right past us, he still had 6sec and he blew by us and did not stop, we yelled at the bus he heard us and looked out and did not have a clue, customer states 80 percent of muni drivers cannot stand the the riding public, they show obvious signs of aggression, they can care less this is not just my opioon this is for others as well" someone needs to tap this driver on the shoulder and train him what driver what to do when retrained he is comming up to the stop"
447100	1/17/2014	48 QUINTARA/2 4TH STREET	ULLOA ST. WEST PORTAL AVE.	The caller states, "The operator would not let me on the bus because of something that happened yesterday. She closed the door on my friend. Today, the operator stopped, but would not let us on the bus."
447108	1/17/2014	24 DIVISADERO	30TH ST MISSION ST SAN FRANCISCO 94110	patron stated, : There was a wheelchair wanting to board the bus, the bus driver did not ask people to move and then lift up the seats to make the wheel chair get on, now he has to ask all the people to move off the bus so that the they can make room for chair and board the wheelchir."

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447114	1/17/2014	8X BAYSHORE EXPRESS	BAYSHORE AND ARLETA	Patron states "I came to get on the bus and he just pulled off. I was at Bayshore at 711. Sometimes the drivers see you and instead of letting you on they just pull off. I have my service companion dog and I have a cart and sometime the drivers just keep going. I have s situation where I have been targeted by the Antioch gang and the main person is Rafael Mitchell. So that is a form of harassment too.
447140	1/17/2014	45 UNION/STOC KTON	4TH ST TOWNSEND ST SAN FRANCISCO 94107	ADA Patron states "He didnt come back at the time he was supposed to leave so he made everyone wait for 4 minutes. He didnt explain why he was late leaving the stop. I asked him why he came late. He ignored it. I told him he was a horrible driver. I think he is a horrible driver because i made a report about him a couple of weeks ago. i showed him an ID so he waved me away. He accused me of harassing him because i wanted to talk to him across the yellow line. He told me i have to step behind the yellow line. so i stepped back and he told me i have to sit down. So i just left and he said have a nice day."
447162	1/18/2014	22 FILLMORE	17TH ST KANSAS ST SAN FRANCISCO 94103	The patron states: The vehicle may have been Or 5354. I was boarding through the rear door and I have a back disability. I acknowledged the driver as he drove past me. I was boarding with a suitcase and did not want to block front boarding passengers. It takes me a little bit of time to board but the door closed and the driver left, although other passengers were warning him that I was boarding. The bus was almost empty and I was not taking that much time to board. I do not want to cause anyone trouble but I do want this addressed with the driver, I am paying, I am trying to get on, I did everything to let the driver know I was boarding and I do not want to have to request a meeting.
447174	1/18/2014	27 BRYANT	OFARRELL ST TAYLOR ST SAN FRANCISCO 94102	Patron stated" At 6:08pm today, I was curbside with my walker waiting for the number 27 bus the driver speed pass me then slowed down by curbside next to the bus stop, two park spaces both of the park spaces had pick up trucks, the driver pulled up next to one of the pick up trucks and there was no way for me to get to the bus there was no curb ramp and so he just speed up and left me there".
447183	1/18/2014	19 POLK	EVANS AVE MENDELL ST SAN FRANCISCO 94124	Patron stated" I was for the 19 bus line on Evans and Mendell I saw the bus coming and I wave my hand to let him know that I was waiting for the bus and he slowed down and came to a full stop and did not open the door and then took off I guess cause he saw I have my dog with me, she has a mussel on and is a California assistance dog".
447195	1/19/2014	94 K/L/N OWL	19TH AVE HOLLOWAY AVE SAN FRANCISCO 94132	Caller says that they caught the M Owl inbound to the Embarcadero, coach 8527, Driver 8083, Run 62. Caller Picked up the bus at 19th and Holloway. Caller says that the M bus was late, and that the bus was not tracking on the next Muni. Caller says that they notified the driver that the bus did not track on the Next Muni. Caller says that the driver was nonchalant and replied "O really". Caller says that the attempted to track the bus on next Muni bus check the bus at future stops, but was unsuccessful. Caller says that the bus never called out any of the stops, nor did the driver call out any stops; caller says that thats a violation of the ADA regulations. Caller feels that this driver never programmed the bus that why it did not track on nest Muni and that is why the bus never made automated stop announcements.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447200	1/19/2014	F MARKET & WHARVES	MARKET ST MAIN ST SAN FRANCISCO 94105	Patron stated " the driver has attitude against people with disabilities. He always rude when it comes to someone with disabilities. He does not wait for the person with disabilities to get off the lift when he shifts for it to come back up. I wish someone would explain to explain that he cant not bully people. If someone could just tell him to knock it off. I have seen him be mean to other people with disabilities. Im at the point now where I going down to the mayor office of disabilities and let them know that hes bullying people".
447210	1/19/2014	Defunct	14TH AVE CLEMENT ST SAN FRANCISCO 94118	Patron states "I went to the bus stop and the bus was there. The bus was supposed to leave. But it didnt the driver was on the side door playing the phone, I asked him what time you going to take off he said 10minutes. I was in a hurry so I decided to go to number 1, but when I left he already took off. So I trued to come back to wait for the bus but it wasnt 2 minute even 1 minute and he took off. I believe he had a bad attitude. I said I am a disability person I have a back problem and knee problem he should not of given me bad information, I had to try and run back to catch the bus. He said 10 minute and he took off he gave me all the wrong information. For employee why does someone have such bad attitude. Thats way I am complaining about it. "
447224	1/20/2014	Not Specified	NOT GIVEN	Patron states he is very upset that Muni did not inform the public about not changing the bus schedule due to the 49ers game. The website should have stated in the event the 49ers win this will be the changes for the bus schedule. Patron is handicap and did not appreciate the neglegance on Munis part.
447238	1/20/2014	49 VAN NESS/MISSION	VAN NESS AVE MARKET ST SAN FRANCISCO 94102	intending patron states the lady bus driver was getting off the bus and another dirving was boarding i waited for him to board because i need the steps lowered i was using my shopping cart to walk while im waiting for my walker to come, he said i cant board the bus because my cart was too big he didnt want to lower the lift so i can get on the bus, he could have just asked me to fold up the cart, i asked for the lift and he didnt want to give me the lift and i need it for my knees i just dont have my walker yet he said the cart was too big it will take up too much room, the bus was either the 47 or 49
447249	1/20/2014	48 QUINTARA/24TH STREET	CLIPPER	Driver missed stop. On requesting and double checking, he came to a sudden stop and said "this is your stop" Driver refused to open rear doors. I exited the bus and asked the driver while on safe ground why he though this was a safe stop as the bus was in the partway in a intersection and half way through a cross walk and requested his ID and bus number. Driver was abusive and asked me after having left the bus if I going to [expletive] leave the bus and departed without providing information. I spotted the bus number while the bus turned the corner. This driver is rude, dangerous, and abusive. Please research. I would normally provide contact information for followup but I feel uncomfortable after the profanity and threats made as I regularly take this route. If a disabled or elderly person was on this bus and also exiting they would have had to exit while the bus was partially in an intersection and have been exposed to traffic and danger. This was an unsafe stop and unsafe behavior. I am reporting this as a unsafe ADA violation. This is not safe.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447254	1/21/2014	31 BALBOA	POWELL ST MARKET ST SAN FRANCISCO 94102	<p>Caller says that driver of the 31 Balboa bus number 5508 intentionally refused ride to ADA passenger. Caller was standing at the bus stop at Powell and Market, and says that the bus driver pulled way ahead of the bus stop. Caller says that intending passenger walked up to the bus to board the bus. Caller says that two people boarded in front of her boarded the bus and when the passenger got to the entrance of the bus, the driver slammed the door on caller face. Caller was mad and then stepped in front of the 31 bus. Caller said that the driver told her that he was going to pull the bus up to lower the lift for them. Caller told the driver the bus is fine where it is and that the lift can be deployed as is. Caller said the driver told them to step out the way so they could reposition the bus. Caller said she got back on the sidewalk and the driver just took off without them.</p> <p>Caller says that they feel this driver refused them a bus ride because of their ADA dog, and they the passenger had a small basket filled with dog food. Caller says that this driver had no intention of picking them up at all. Caller says that's why the driver of the bus pulled so far from the bus zone in the first place. Caller wants an ADA hearing. Caller is mad because they were intentionally refused to ride Muni because of their service animal. Caller is very mad that the driver told them that he was going to let them on, but instead stranded them.</p>
447273	1/21/2014	J-N CHURCH/JU DAH	BOARDED @ WEST PORTAL	RUN # 034, ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO] OP. CALLED A FEW REQUIRED STOPS, BUT NOT INTERMITTENTLY.
447274	1/21/2014	22 FILLMORE	BOARDED @ 16TH & CHURCH	RUN # 351, ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [YES] BY DVAS [NO] DVAS SHOW STOPS BUT CALL NONE. OP. CALL ALL
447284	1/21/2014	22 FILLMORE	16TH & CHURCH ST	RUN # 340, HAD TO WAIT SO LONG BECAUSE INTERVENING # 22 TROLLEY [RUN 333] HAD INOPERATIVE LIFT.
447285	1/21/2014	J-N CHURCH/JU DAH	BOARDED @ JUDAH & 9TH AVE	ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447292	1/21/2014	9 SAN BRUNO	4 TH AND MARKET	Patron stated " I got on the 9 bus. Im disabled with a walker. The 9 was Going outbound at 4th and Market. I get on the bus and lift my walker up and I sit down. There were hardly anyone on the bus. After the next stops a woman got on the bus. She had a cart with a bunch of bags filled with cans & bottles. When she swung the bag near me all this liquid from the bags dripped all over my shirt sweater and chair. All that stuff stunks really bad. This stuff is over my shirt and stuff. I told the lady you got this shit all over me. I said the bus driver shouldnt of let you on with that stuff. I could understand the need to recycle the cans but I draw the line cause she spilled all this liquid on the bus. She did apologized and she said its done. I didnt used bad language at her. I did get sharp with her. I wanted to stand up for myself. I was having a bad day. Than the bus driver said I need that seat so I had to move. Which is fine because a wheelchair came on. I couldnt get through because of the lady with all the bags and cart. She put her bag on a seat so I can get by. I was unhappy. The people on the bus started sticking up for the lady. I felt overly attack from the driver and the people on the bus. The bus driver said I could of told the lady in a nicer way. After getting splashed how would you feel. The run number on the bus was 210. I dont appreciate the bus driver treating me like that. Im disabled and the lady with the cans was not. The bus driver said dont tell me how to do my job and I said you shouldnt of let her on the bus."
447332	1/21/2014	19 POLK	POLK ST SUTTER ST SAN FRANCISCO 94109	Patron witnessed, "On Polk and Sutter there was disabled man that got onthe bus and the driver did not wait for the person to sit down before he pushed forward. I would like to report him."- caller hung up before further detail could be taken.
447366	1/22/2014	5 FULTON	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	Patron states my husband and I went to get on the bus while stepping up, I said to the bus driver those dogs are service animals. The bus driver said "you need to cover that dogs mouth" pointing at my husbands dog, and we said "he is a service animal" and the driver said "hes a pit bull he cant be a service animal put a muzzle on him." We said "he is a service animal call the acc" we sit down my husband "said you didnt even ask to see his tags" and the driver said "well let me see his fucking tags" My husband shows his tags and the bus driver said "shut up youre on the bus already just sit down" my husband said "your job is to drive the bus and not to see if a dog is a service animal, we said call animal care and control, call a fare inspector you will be proven wrong" He said "just shut the fuck up and sit down" I dug out my phone and started dialing.
447369	1/22/2014	38R GEARY RAPID	ARGUELLO BLVD GEARY BLVD SAN FRANCISCO 94118	Patron states full but not completely full i am handicap in a wheelchair, the woman driver i told her there is room on the bus and she said let me see if i can get the passengers to move back i said there is room, and she stood up said i am not making these people move back i will ask them and if they dont move thats not my problem, and she closed the door and drove off. I have had problems with this same driver before. She will not ask the seniors to move out of the space for wheelchairs. The sign says this space is for wheelchairs, not for seniors.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447389	1/22/2014	54 FELTON	GENEVA AVE MISSION ST SAN FRANCISCO 94112	Patron states "the bus was at the stop, I had just gotten off the 14L and there was a young man who was not parked correctly in the bus zone, I couldnt get on the back of the bus because the bus was half way in the street. I went tot he front of the bus and banged on the door and there was no repose from the driver and still pulled off. I am a disabled citizen and its really hurtful more than anything. They should always ensure that you are clear to go."
447446	1/23/2014	49 VAN NESS/MISSION	MCALLISTER ST VAN NESS AVE SAN FRANCISCO 94102	Intended ADA Patron states, "The operator refused to pick up handicap people, Im one of them in a wheelchair. He stopped, stood up to see if theres any room and said theres no room and theres another bus 3-4 blocks back. I drove to the back and if the operator had asked people to move to the back because there was room, I wouldve been able to get on. When I asked for his badge number, he just closed the door on me and took off down the street."
447466	1/23/2014	54 FELTON	3RD ST PALOU AVE SAN FRANCISCO 94124	ADA patron in an electric wheelchair and says driver did not help her at all to get strapped in and did not lift the chairs. Another patron tried to strap wheel chair patron in but did not know how to. Driver refused not to help with anything then the driver askes patron "What am I supposed to do" so driver takes off and patrons wheelchair just started spinning around and patrons wheelchair started heading towards the front of the bus as patrons wheels were not hooked and the belt was not around patron. Then driver just stops the bus and again asks the patron "What do you want me to do" and paton said at this point she just wants to get off.
447480	1/23/2014	31 BALBOA	TURK BLVD CENTRAL AVE SAN FRANCISCO 94115	patron states "I pulled cord after passing lyon. The operator went 1/3 passed the stop. I told the driver, Hey! stop here as I have a cane. The operator yelled Get off the bus , you pulled the cord late" The operator was very rude for no reason
447520	1/24/2014	19 POLK	7TH ST FOLSOM ST SAN FRANCISCO 94103	PATRON STATED"FOR THE PAST 3 MORNINGS THE DRIVER KEEPS PASSING UP THE STOP. THEY DONT EVEN LOOK THIS WAY THEY JUST KEEP DRIVING PASS.
447536	1/24/2014	14 MISSION	BOARDED @MISSION & 16th STS	RUN # 330-ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY DVAS [NO], EXTERNAL ANNOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL [NO], DVAS AUDIBLE [NO]. DVAS SOMETIMES SHOW BUT NOT CALL THE STOP; AOMETIMES OP. ALSO CALL STOP. BUT NOT ALL STOPS BOTH SHOWN & CALLED.
447537	1/24/2014	22 FILLMORE	BOARDED @ 16TH ST. & CHURCH	RUN # 408 -ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO], BY DVAS [NO], WAS DVAS ACCURATE [NO], WAS DVAS AUDIBLE [NO], ANNOUNCEMENT VISUAL DISPLAY CORRECT [NO], EXTERNAL ANNOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL [NO]. DVAS INCONSISTENT. SHOWED SOME BUT DIDN'T CALL; OTHERS BOTH SHOWN AND CALLED; SOME NEITHER SHOWN NOR CALLED.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447574	1/24/2014	J-N CHURCH/JU DAH	18TH ST AT CHURCH	Caller states: I have a very large electric wheelchair hard to manuever. This one bus driver wants me to go where the chair has to be lifted. this is extremely diff.He is not courteous and helpful." I have no trouble with any other operator.
447583	1/24/2014	19 POLK	7TH ST FOLSOM ST SAN FRANCISCO 94103	patron stated "I was at 7th and folsom waiting for the 19 inbound and the bus passed right me looked right at me, and just kept going. She wasnt even in the lane to pull over. Im in a wheelchair. she was going fast. This is not the first time that this has happened, it usually happens in the morning"
447598	1/25/2014	7 HAIGHT/NOR IEGA	MARKET ST KEARNY ST SAN FRANCISCO 94104	Patron states: Yes, I want Muni to respond to me by mail on this complaint and I want an ADA hearing. I am disabled. When I boarded this outbound bus at 3rd/Kearny, before I sat down, I was pulling out my transfer from my back pocket. Operator rudely said to me Transfer or \$2. He did not ask anyone but me! This is racial. I told him Ill put in a PSR, and he asked Why? Thank you.
447607	1/25/2014	K-T-L-M-S (Misc Unsorted)	3RD ST WILLIAMS AVE SAN FRANCISCO 94124	Patron stated "He just barley stop the train to let the passengers in the wheel chair or handicap off like myself get off train he just took off".
447618	1/25/2014	14X MISSION EXPRESS	MISSION ST 20TH ST SAN FRANCISCO 94110	paTRON STATED, "The driver refused to take me on the bus with my scooter. The driver did not know when the next muni 14 L was coming."
447625	1/25/2014	14 MISSION	5TH ST MISSION ST SAN FRANCISCO 94103	ADA Patron "I was waiting at the corner in my wheelchair. The driver told me there was no room on the bus for me but I saw there was plenty of room on it. I had to wait for two 14L and was late for my appointment. On top of that the driver was rude about it!"
447700	1/27/2014	47 VAN NESS	VAN NESS AVE EDDY ST SAN FRANCISCO 94102	Patron states "Im a wheel chair person and the operator lied to me and told me that both of his wheel chair spaces were full to avoid loading me. The driver pulled the bus to where I couldnt see, so I asked and he said "yea, their full sorry about that, Ill call ahead and make sure there is room for you on the next bus. I asked Im against and he said "yea, and then took off." When he pulled off that when I saw that those seats were not full with wheelchairs but with people sitting in those seats. Its cold out here. "
447729	1/28/2014	J-N CHURCH/JU DAH	22ND AVE JUDAH ST SAN FRANCISCO 94122	Patron states - I witnessed the N judah driver pass up a disabled patron. They were trying to board and the driver passed them up.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447756	1/28/2014	31 BALBOA	EDDY ST FILLMORE ST SAN FRANCISCO 94115	ADA Patron stated that between 930 and 1030 I was attempting to board the 31 line heading downtown and because there were a couple other people getting on the front I m not going say the driver saw or did not see me and as he attempted to pull away from the curb I had barely reached the front door and because the red light had caught him as he was going down to Fillmore therefore he had to stop but he opened the door to let me on but I could see the scowl on his face and I could tell he was displeased and I did ask him could he lower the steps come down a little lower not for the ramp that allows the wheelchairs on this is the steps to be a little lower and he didnt respond he just looked at me and I literally almost had to crawl on the steps to get in and the passegner who was sitting in the front seat right behind the driver saw that I was struggling and did offer to help bring me on and I thanked her but I told her it wasnt necessary because I really feel the driver was being mean and I believe I noticed the bus number it was either 5608 or 5806 and I told him when I got on the bus driver I just think youre really being mean spirited today and that really isnt necessary and I told him I could probably file a complaint with Muni and he told me to go ahead and so thats what Im doing. I dont know if I told you in the beginning but Im disabled with a chronic back condition and I was trying to get to the doctors office
447776	1/28/2014	38 GEARY	POLK	Per Muni patron...I almost fell on the bus because a driver picked up a wheelchair. I was sitting in front and got up to move. He seen me with my cart. He goes to front. He would not give me his ID number. Its the 38 Geary bus 6278.I want a hearing. Im 60 years old. I had surgery on my knees and use cart in the meantime until I get my walker. I dont have my purse with the RX. He asked me to go to the back. I knew I had to go back. I was getting up while the lady came on and he was lifting the seat. He lifted 2 seats for wheelchair. He goes back to drivers seat, while Im still standing. I was going back to the front to my seat and he started the bus. There is no safety, no safety skills at all. Dont know what hes thinking about. I got on at Polk near Selmans liquor. She got on a few stops later. Im headed to Baker to Kaiser. Ive been putting in requests but have heard nothing from Muni. I am requesting a letter and a hearing. Hes not very safe. I know the drivers are on a schedule and push for time. But my god..they dont want to use lift and they stressing. My legs and knees are messed up. Im disabled, on social security.
447797	1/29/2014	45 UNION/STOC KTON	4TH ST TOWNSEND ST SAN FRANCISCO 94107	Patron call today-stating she is disabled and is requesting a ADA Hearing for -Original Report filed 1/26 SR#3308911 - that reads "The patron states, "The operator was on break and I asked the operator, "How many minutes for your break?, and he ignored me; did not look me in my face. I asked again and said, "Why dont you answer my question, but he ignored me. He then said, "Im staying in my moment and pointed to the bus stop and said, "When Im ready Ill talk to you."
447812	1/29/2014	K-T-L-M-S (Misc Unsorted)	EVANS AVE 3RD ST SAN FRANCISCO 94124	Patron states I am disabled right now on crutches and I was coming up the ramp for the T train at Third St. and Evans Ave. and he saw me and motioned for me to take the next train and left.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447846	1/29/2014	54 FELTON	VESTA ST PHELPS ST SAN FRANCISCO 94124	Intended ADA Patron states, "I was crossing the street, I even hollered, Im disabled and I have a walker. She couldve waited if she was early. They should arrive on schedule or be late, but they cant leave early. She needs to be written up and told she shouldnt be early. If she was on time I couldve caught the bus, now Im walking and my legs are killing me, it doesnt make sense for me to wait 20mins."
447865	1/29/2014	J-N CHURCH/JU DAH	MARKET ST CHURCH ST SAN FRANCISCO 94114	patron says, " i have a medicare card. showing i have a disability. the driver said whats that? He ordered me to get one with a picture. then he said go ahead and get out of here.It was embarrassing, because people were behind me, he wanted me to explain my disability, car number 1482a."
447937	1/30/2014	Defunct	CLAYTON ST CARMEL ST SAN FRANCISCO 94114	intending patron states i saw the bus come i motioned that i wanted to get on and sat and looked at me for a minute and he rolled up and said im not going to pick up its dangerous youre not in the bus lane then took off i couldnt get on because there is no ramp, there needs to be a ramp, this person was just rude
447941	1/30/2014	38 GEARY	GOUGH ST GEARY BLVD SAN FRANCISCO 94109	Patron States: the driver had some friend talking away to her and the friend was leaning over the bar where the driver sits. She had a big carrying thing and it was hard to get passed her and the driver didnt have her move so that patrons could get by, she was basically blocking the front door. I have heard these drivers scream at people to get behind the yellow line, until a friend comes along and then it is not a problem for them. She neglected to let a senior citizen get on the bus because she was so distracted by her conversation. This occurred all the way from 12th ave because at that point she was having a conversation with another passenger on the bus and it was an issue to get her to lower the steps for me. We needed to get off at Gough and she neglected to stop, even though there were several of people who wanted to get off. I had to walk back up the hill and I had open heart surgery and that is dangerous for me. The vehicle number was 3284 or something like that.
447975	1/31/2014	14 MISSION	MISSION ST LOWELL ST SAN FRANCISCO 94112	Patron states she is disabled.She got on the bus with a small suitcase.I sat in the front disabled seats.The driver told me to get up and go sit in the back of the bus.I ask the driver why do I need to move back there.I driver stopped the bus and made everyone get off.My suitcase is very small it not in the way or blocking the way.The bus is not full its fairly empty.I dont understand why she wants me to move.I feel she is discriminating me.I am hispanic and she is african american.I will not allow her to force me from this seat,I am disabled with my card and have the right to sit here.The driver forced everyone off the bus because I would not move.She is now on the phone.She has a job to do and its to drive the bus and not discriminate the passengers.
447986	1/31/2014	1 CALIFORNIA	HYDE	Per caller: "pulled cord, said to driver that I needed the lift at Larkin, I was a disabled senior.. he then told me I didnt pull the cord and he didnt hear me.. he then pulled over and made me get off on the middle of the street. Other people were telling him that I did pull the cord"

PSR #	Date Logged	Line/Route	Location	FEEDBACK
447991	1/31/2014	29 SUNSET	3RD ST PAUL AVE SAN FRANCISCO 94124	The patron states: I pulled the stop cord. The cord apparently did not initiate because the driver was passing the stop. The lady in back of me pulled the cord and said she already pulled the cord. he said "You did not pull the cord until right now". I said I think there is something wrong with your bell. He said, No there isnt. I have difficulty seeing and did not realize that the cord pull did not take. The driver should understand that sometimes people have other issues that are not apparent. He then tried to show me the light but I cannot see that far.
447997	1/31/2014	31 BALBOA	MARKET ST 4TH ST SAN FRANCISCO 94102	Patron stated" The 31 balboa bus was making a stop near 4th street, the coach 5496, I did not get the number of the other driver who was driving the bus, there was another driver blocking the seats, I wanted to sit opposite side of driver. I saw the other driving had a cushion seat and I ask her politely may I seat here, she snaps at me and says no this is my seat, the sign says its federal to allow people with disabilities to seat in that area, so that happens to be a violation of my right as being a disable passenger. I got off the bus at Turk and Larkin and I told her Im going to report you and she says go ahead and that was that".
448022	2/1/2014	5 FULTON	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	Patron called to file a complaint in regards to getting passed up by the Muni Operator. The patron stated that the bus swerved to pick up the patrons at the bus stop, moved slowly as if the operator was going to stop, but instead the Muni operator then sped up and left the patrons behind. The patron stated that there were about 4 passengers on the bus. The patron stated that she and her husband both have service animals.
448036	2/1/2014	K-T-L-M-S (Misc Unsorted)	CIVIC CENTER	patron stated "Im in a wheel chair and new to san Francisco=, Ive only ridden muni one time and didnt know what the protocol. The first time I got on the bus I was helped on onto the bus, the driver took my fare and Brought me a transfer. This time I got on at civic center and parked my wheelchair and told the driver that I needed to pay, he said to me that I should have paid upstairs, I told him that I didnt know that and he said to me in a very rude manner that yes I did know. I told him that I was new to san Francisco and that I did not know that I had to pay upstairs. He interrogated me further and he said You mean youve never ridden the train before, this is your first time today and I said no. He took my faire and again rudely said that he would give me a transfer this time but he is tired of people who dont know the rules. Not only do have a physical disability but I also have mental health issues and have problems with concentrating and paying attention to details and so if there was a sign that said I had to pay upstairs I just didnt see it."
448093	2/3/2014	14 MISSION	MISSION ST 20TH ST SAN FRANCISCO 94110	Patron states I am a disabled veteran.The driver would not open the back door.I dont know if it was inoperable and not working.The driver ask to see my transfer.Its slows up the process for the driver to question everyone fare.Is it the Muni fare inspectors job to check everbody transfer a not the driver.The driver responsiblity is to drive the bus and not slow things down.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448094	2/3/2014	38R GEARY RAPID	GEARY BLVD ARGUELLO BLVD SAN FRANCISCO 94118	Patron stated: "I went on the bus, and I have never been on this operators bus before. I put 73 cents in the farebox. He got very rude. I told him this is all I have. I told him that there are others that board through the back door without paying. There were police on the bus but he was not in uniform. He told me to get off the bus. I asked for a transfer, he told me he was not going to give me one. I asked him what happens if I get a citation from a fare inspector that may be on the street. He said that that was my problem, he didnt give a damn. Since that happened, this operator will not stop at the bus stop if I am there, and he gives me the finger. This is discrimination because I am black and I am handicapped. I would like a hearing as soon as possible because this has been going on too long."
448108	2/3/2014	45 UNION/STOCKTON	VAN NESS AVE CHESTNUT ST SAN FRANCISCO 94109	Patron stated"Patron stated" I got off the 49 using the lift because Im disable using my walker and number 1,2 and 3 on the 30 line ignored me as I was trying to get to them they ignored and drove off. This is going on and on with 30 line and this is getting tiresome, if they dont have enough dam time they need to send out more buses, as far as Im concern MUNI should be disbanded and a new agency take over. The person in the highest order of transportation for MUNI should be fired".
448140	2/4/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 4TH & KING ST.	RUN # 072- ANNOUNCEMNETS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO]
448141	2/4/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ WEST PORTAL STA.	RUN # 075- TRIP TOOK SO LONG DUE TO MULTIPLE DELAYS INBOUND.
448142	2/4/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ WEST PORTAL STA.	RUN # 063 OR 068- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
448143	2/4/2014	J-N CHURCH/JUDAH	BOARDED @ SAN JOSE & RANDALL	RUN # 08- TRIP TOOK SO LONG BECAUSE FOLLOWING AN ORANGE MILAN CAR-WHICH TRAVELED AT MUCH SLOWER SPEED.
448159	2/4/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ WEST PORTAL STA.	RUN # 082-ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO].OP. DIDN'T ANNOUNCE 2ND & KING/ BALLPARK STOP.
448160	2/4/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ BALL PARK STA.	RUN # 034- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. OPERATOR DIDN'T CALL HUDSON/ INNES STOP/.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448191	2/4/2014	24 DIVISADERO	DIVISADERO ST SUTTER ST SAN FRANCISCO 94115	Patron states the number 24 divisadero bus pulled up and put out lift for wheelchair and said she couldnt get it to open and I asked her to move the bus forward in order to allow the lift to open up and she said its not working, and I said what do you mean its not working I told her to move it forward so the lift would open and she said oh I dont have to do that and she just took off. So now Ive been waiting almost 25 minutes at this bus stop and the last one passed me up because of the construction. She was so rude and didnt care, she saw I was sitting in a chair. I told her I had been waiting for the last half hour she didnt care. I asked her for her name and she refused to give me her name.
448196	2/4/2014	49 VAN NESS/MISSION	MARKET AND VAN NESS.	Per caller... [in a wheelchair] driver was putting his bus out of service and I was waiting for the next one which was right behind him.. he got out and was helping her with her wires while I was at the stop. Then the new vehicle just took off and never picked me up.
448200	2/4/2014	14X MISSION EXPRESS	STEUART ST MISSION ST SAN FRANCISCO 94105	ADA Patron stated that I am disabled and I walk with difficulty with a cane everywhere I go. THat street off Stewart I was the only one left on the bus and there was not one Muni bus on that right side of the street. In the past the Muni driver especially on the L he has to make a right turn on Mission. I dont expect them to take me all the way to the corner but they always do. Well this driver parked all the way down 4 bus lengths back. He parked like I say the whole street was empty so I said do you think you could pull closer to the corner its difficult for me to walk. He could see I had a cane and he said no this is where I stop in a very rude way. I guess it was maybe the end of the day for him because it was exactly 3 o clock. No this is where I stop. Well there was no reason for him to stop 4 bus lengths back. Im 70 years old. Id like the seniors with disabilities act to get in on this because this was weird. So he said this is where I stop and what could I do. I got out and had to walk all that extra distance why he let me off half a block a way is beyond me this is where I stop he said and theres no sign no nothing it was clear that was stranges. Ill be 70 in July with a cane. It was right across from the Muni Museum it was that far back. I dont know the name of the street but it was all the way back there. It was like exactly in the middle of the block where he was.
448220	2/5/2014	31 BALBOA	MARKET	Driver well aware stop request But Inertia or negligence Driver miss the stop Further hiding his own missHe rudely repeat what he think Ring bell before stop Furthermore he pinpoint trivial Like stepping over yellow line I step on and not even over Distracting may avoid complaint But definitely can kill lives if he drive unsafely Fast without braking gradually

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448254	2/5/2014	9 SAN BRUNO	MARKET ST	<p>I feel discriminated against by this office. your first response makes me feel muni justifies the actions of the driver. I want to hear muni official policy carrying bags on buses how can I get a video of the incidents on the two buses When trying to enter the bus on the Island near Market and 4th Sts, the bus driver of bus number 8412 closed the front of the bus doors temporarily trapping my arms in the doors. I consider his actions a type of assault using the bus as an instrument. After the driver released my arm from the door, he refused to allow me to get on the bus because he assumed the bag of can I was carrying was leaking fluid. I tried to explain to him the bag I was carrying was not leaking any fluid but he refused to listen me to what I was saying. The rage in my opinion in his eyes made me not argue with out of fear. When the next 9 San Bruno bus came, bus # 8473 I road the bus to the bus stop near the Lowes store on Bayshore. When I got off the bus I specifically ask the female bus driver , driver number 3307 if she seen any water dripping out of my bag and she said no. Cameras from both buses should verify the information I say is true. in my opinion, the driver of bus 8412 humiliated me for no other reason than the color of my skin and I was poor. the driver of the bus made the statement he was not letting me on HIS BUS, which was an untruth, he does not own the bus, he is only doing a job, driving a bus for a company. if driver from other races can show me compassion because of my race and age, why cant he. While this driver closed my arm in the door when trying to enter, two other African American drivers tried to discourage me from entering the bus because I was carrying a bag. one driver tried to state it was Muni policy to deny entrance to the bus of people carrying a bags of bottles and cans. if it is Muni policy it is discrimination against the poor because your allow other people to bring bags on the bus with the potential of leaking fluids, and if it is a policy then it should be openly posted on the bus, not at the whim of particular bus driver. the bus driver of bus 8412 was also rude to me in trying to close the door as I was about to enter the bus, my mind and soul is full of hurt and shame in knowing that this man of African heritage like myself did not have the respect for me to explain his actions, but to close the bus doors without explaining anything to me. the bus driver closing the door on me the way he did, makes me question his mental fitness for the job. before the hearing I would like to know if Muni has a policy denying people to carry big black bags on the bus and can I have copy of the tapes of both buses before so I can use them as evidence for a potential court case</p>
448263	2/5/2014	22 FILLMORE	16TH ST MISSION ST SAN FRANCISCO 94103	<p>PATRON STATES: "I HAVE BEEN WAITING HERE FOR 25 MINUTES AND I AM IN A WHEELCHAIR. 2 BUSES HAVE STOPPED AND TOLD ME THAT THEY COULD NOT PICK ME UP AND INSTRUCTED ME TO WAIT FOR THE NEXT BUS. I AM GOING TO BE LATE FOR MY APPOINTMENT. PLEASE ASK THEM TO STOP AND PICK ME UP. THANK YOU."</p>
448271	2/5/2014	5 FULTON	LAGUNA ST MCALLISTER ST SAN FRANCISCO 94102	<p>Cantonese interpreter translated for ADA patron stating that multiple times the 5 Fulton did not want to stop to pick up patron and he feels discriminated. Patron is in a non electrical wheelchair (PATRON WANTS HEARING PLEASE CONTACT WITH CANTONESE SPEAKER. PHONE NUMBER IS HIS FRIEND SUSIES PHONE) Its different drivers not just one driver who does not stop. Patron cannot tell if buses were full or not full but drivers allow some people to get on but not him. Sometimes the bus does stop but only allows some passegners to get on but not him</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448284	2/5/2014	7 HAIGHT/NOR IEGA	515 PARNASSUS	PATRON STATES: "I WAS WAITING AT THE BUS STOP WHERE ALL OF THE OTHER DRIVERS HAVE INSTRUCTED ME TO WAIT WHEN THIS BUS PULLED UP. THE DRIVER ALLOWED OTHER PEOPLE TO GET ONTO THE BUS AND THEN STARTED PULLING AWAY. I YELLED AT HIM TO LET ME GET ONTO THE BUS BECAUSE I WAS WAITING AT THE BUS STOP, WELL WITHIN THE BUS ZONE. AS HE WAS PULLING AWAY HE YELLED SAYING THAT I SHOULD HAVE BEEN STANDING WHERE EVERYONE ELSE WAS STANDING. HE DIDNT EVEN GIVE ME A CHANCE TO GO WHERE HE WANTED ME TO WAIT. I SPECIFICALLY WAS WAITING IN THAT SPOT BECAUSE EVERY OTHER DRIVER HAS INSTRUCTED ME TO WAIT THERE. THEY HAVE SAID THAT WHERE THIS DRIVER WANTED ME TO WAIT WAS A BAD SPOT FOR THE LIFT AND IT WAS TOO HIGH. I EVEN HAVE THE NAME OF A WITNESS THAT WAS THERE WHEN THIS HAPPENED. SHE WAS IRATE AND EVEN GAVE ME HER NAME AND NUMBER IF I NEEDED IT TO VERIFY MY STORY. THE NEXT DRIVER WAS FROM A 43 AND THAT DRIVER WAS GREAT. "
448361	2/6/2014	Defunct	SUTTER ST BAKER ST SAN FRANCISCO 94115	patron states the bus driver said the lift dont work, i had to climb on the bus with my cart that im using as my walker while im waiting for my walking, the bus should be taken off if the lift is not working
448387	2/6/2014	45 UNION/STOC KTON	CHESTNUT ST DIVISADERO ST SAN FRANCISCO 94123	Per Muni patron: I had a serious problem with the 38 drivers today at Divisadero and Chestnut. Theres an Asian man who puts sign up No passengers. Hes parked on Chestnut at Divisadero which is not a stop. He parked and waited and didnt take passenges. 6 drivers passed me up. Im disabled, a senior, its really disturbing. It was distressing to me. Then, when a driver finally picked me up, the driver objected to me putting my leg over another seat. I have a letter that states I can do that. She was laughing. This was between 5:08 in am to 6 am. It was pouring rain. Its a new shelter, which doesnt protect you, with vomit in there. Could not protect myself. This was organized. Criminal to pass up disabled, to harm them emotionally. They did both. I think its organized and they do it every day. It was several drivers...Asian, mostly black, a few men, one woman. They almost ran me over. It was a serious thing. I was going to Caltrain to meet friend. I missed her. It better stop.
448424	2/7/2014	25 TREASURE ISLAND	BEALE ST FOLSOM ST SAN FRANCISCO 94105	patron states "I am disabled American veteran and I have a walker. As I was approaching the bus stop the bus was running with the doors open. When I got to the rear doors I started yelling hold it hold it. Two other passengers passed by me running to get on the front door. At this time the driver closed the doors and drove off. I know he heard me. I am disabled and cannot walk very fast with a walker. I think this was deliberate and very unkind. It is raining out here and its wet and cold. It was not as if the doors were already closed when I started yelling the doors were opened. I think that was very unprofessional and uncourtesy. total lack of regard for a handicapped individual. Had I been able to run I am sure I would have made the bus. I would like a written response.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448467	2/8/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS STATION	Patron stated, "Im in a electric wheel chair and when I got on the shuttle, the driver did not assisted me. I was trying to flip the seat up on the drivers side. I was not secured yet and the driver took off. This caused me and the wheel chair to run into the bench that is facing forward. The bench hit me in the shin. I finally got my self secured. When the S train arrived at the Powell Station, I told the driver that he should have waited until I was secured . The driver said it wasnt his fault because the trains were automated. I got on the elevator to the first level and took another elevator to the street level. I tried calling 311 to make the report but I was either hung up on or my phone disconnected. I went home because I was hurting. When I looked at my shin, it show bruises all the way down to my foot. I have pictures of it."
448487	2/8/2014	47 VAN NESS	MCALLISTER ST VAN NESS AVE SAN FRANCISCO 94102	ada patron stated "The driver would not let me carry my hand truck onto the bus. The cart takes any weight that would have been on my back and I need it. The driver refused to allow me to carry the hand truck onto the bus.I want a hearing for this reason as I am disabled ."
448492	2/8/2014	12 FOLSOM/PA CIFIC	PACIFIC STREET	I was with my disabled grandmother waiting at the corner of the bus on pacific cross stockton street when the bus arrived and stopped behind a car on a red light. Before pushing my grandmother in a wheelchair towards the bus, because he wasnt at the corner, I made sure we could enter the bus by walking towards the drivers side to ask. When I asked the driver to open the door, he pointed forward and I understood that as to "wait until he arrives to the corner." so I waited for him. Once the light turned green he completely skipped the official stop and stop at the next corner. There was no way I could have caught up to the bus with my grandmother in a wheelchair while it was raining. Trying to run after the bus during night time with slippery floors along with potholes was absolutely dangerous so i refrained from chasing after the bus. I am absolutely angered because the driver completely ignored my grandmother under horrible weather conditions at night to wait for another bus that did not come until 30 minutes.
448511	2/9/2014	12 FOLSOM/PA CIFIC	24TH ST MISSION ST SAN FRANCISCO 94110	ADA Patron stated that the bus pulled up and he pulled pretty close to the stop light to the cross walk He then opened only the front doors and there were alot of people at the bus stop so it was going to take soem time to get to the front door. My son and I then proceeded to push the button for the back door because we have Clippercards and at that moment he began to drive away. I then started banging on the back door and the windows asking him to stop please stop. Luckily 4 other gentleman were trying to get on the bus as well so they ran to the front door and he only stoppped because the light turned red. As we got on the bus I asked him why would you pull off. He replied the back doors dont work you have to enter through the front. We then asked him well if theres no sign on the back door saying that how are we supposed to know and the last thing I said to him was Im sorry Im not psychic. He presumed to have an attitude but he never even apologized and I told him Im disabled and it takes awhile to walk to the front and there was alot of people in front of us and that was that I sat down I said nothing more he said nothing more as well

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448530	2/10/2014	J-N CHURCH/JU DAH	4TH ST KING ST SAN FRANCISCO 94107	patron states, I was at the bus stop and the driver was having a confrontation with a disabled person, after he told the lady in the wheelchair that she couldnt ride on the train, he closed the doors in my face and began to take off, I knocked on the door and asked him to open them and let me in, but he refused, and when the light changed he just took off, I have seen him mistreat passengers before, but this is to much and he needs to be disciplined for his behavior towards passengers. I would like to be contacted by muni with an follow up about this incident.
448545	2/10/2014	41 UNION	UNION STREET	Muni Vehicle Number: 7114 Muni 3-digit Number: 376 (displayed on the front left side of the windshield)I am 7-1/2 months pregnant and ride the #30 bus towards downtown and connect with the #41 bus, also headed downtown to the financial district. This morning I was disgusted by the fact that a Muni driver would not open the front door for me to get onto the bus, despite the fact that I am obviously pregnant. He yelled at me through the CLOSED front door that I needed to enter via the back door (what if I had to pay a fare vs. having a Muni pass? I would have been fined had a fare inspector gotten on the bus, just an FYI). Once on the middle door there was ample room for passengers up front to have moved back from the yellow line to allow passengers to enter via the front door. I would hate to think how this driver would have treated an elderly passenger or someone with a physical disability. He needs to strive to be a more courteous and accommodating Muni driver who takes cares of his passengers! Side Note: The #41 buses have a bad reputation amongst commuters for NOT allowing elderly and pregnant passengers to sit in the front disability seats. Its something that the drivers should enforce. Shockingly enough its able bodied men who occupy these seats and the young women in high heels are the only ones who get up to offer their seat. This is not necessary a Muni issue, however common courtesy should be enforced by all Muni drivers.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448562	2/10/2014	28 19TH AVENUE	19TH AVE	<p>**This may be a duplicate - system error on last submit** I do not know the bus #, but it is the bus that arrives at 19th Ave & Taraval at approx 2:20 pm going inbound (28 line).</p> <p>I am a disabled rider who is legally blind. Recently, I lost my RTC Clipper Card, and I am waiting for a replacement. Last week, I entered the bus, and the same driver told me to pay \$2.00 when I put in \$.75. I told him politely that I was disabled, and he grunted at me & begrudgingly handed me the receipt. Today, I got on the bus, put in the \$.75, and stood waiting for the receipt. After a few moments, I asked if I could have one. Driver: "The fare is \$2.00." Me: "Im disabled sir." Driver: "Year right." Me: "Sir, Im legally blind. I just lost my RTC card." Driver: "Year right, whatever." He then shook his head as if he was disgusted by me, muttered something under his breath, and handed me the receipt. About a minute later, it occurred to me that I had a paper with me from the DMV that provides proof of disability. So at the next stop, I went back to the driver & showed him the paper. Me: "sir, I do have this paper from the DMV that proves I am disabled. I didnt want you to think I was lying." The driver waved me & my paper away with his hand, and said "Whatever you say" in a very rude tone of voice. I am not a white can carrying blind person. I have Stargardts, which affects my central vision, but I still have use of my peripheral vision. I dont see well though, and I cannot drive. Muni is my primary means of transportation. It is my opinion that this employee (and perhaps all) should be reminded that not all disabilities are "immediately evident", and that he should proceed with a certain degree of sensitivity and respect. I realize that there are people who take advantage of the system, but not everyone is dishonest. Thank you for your time</p>
448610	2/11/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ VAN NESS STA.	RUN # 054-ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO]
448619	2/11/2014	22 FILLMORE	BOARDED @ 16TH & CHURCH STS	RUN # 402- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO], BY DVAS [NO]. DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY [DISABLED]. WAS DVAS AUDIBLE [NO], WAS EXTERNAL ANNOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENT FUNCTIONAL [NO]. OP. KEPT SILENT THROUGHOUT RIDE. I HAD TO ASK AN APPARENTLY ABLE-BODIED YOUNG WOMAN WHO WAS BUSY TEXTING IN A FRONT SEAT TO GET UP AND MOVE.
448620	2/11/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ FORESET HILL STA.	RIUN # 039- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO]
448621	2/11/2014	F MARKET & WHARVES	BOARDED @ 5th ST	HAD TO WAIT SO LONG BECAUSE MECHANICAL LIFT NOT OPERATING, NOT FOR 1040 NOT FOR 1074.
448622	2/11/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ FOREST HILL STA.	RUN # 047- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OP. [NO]

PSR #	Date Logged	Line/Route (Misc Unsorted)	Location	FEEDBACK
448624	2/11/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 4TH & KING STS	RUN # 064 OR 069- ANNOUNCEMENTS-MAJOR STOPS/ TRANSFER POINTS BY OP. [NO]. NO STOPS CALLED, NOT EVEN METRO STOPS IN TUNNEL.
448664	2/11/2014	7 HAIGHT/NOR IEGA	HAIGHT ST GOUGH ST SAN FRANCISCO 94102	Crying patron states "Im a disabled senior woman carrying several heavy bags. The 71 came to Haight and Gough and I was making my way up the hill to board the bus. The driver saw me and I approached the back doors to board bu the driver would not open the back door for me. I walked to the front door and I guess I was taking too long so the driver just took off without me. Its very dangerous in this area and Im worried. I want to report this because I dont want this driver to do this to anyone else. I didnt see the bus number but I know Muni could look it up by time."
448713	2/12/2014	45 UNION/STOC KTON	4TH ST TOWNSEND ST SAN FRANCISCO 94107	Intended ADA Patron states, "The operator just slammed the door in my face and Im handicap."
448753	2/13/2014	45 UNION/STOC KTON	DIVISADERO ST CHESTNUT ST SAN FRANCISCO 94123	patron states since they started the new line up of drivers none of them will pick me up, only one of them gave me a ride, my leg is in a brace, a have a memo from muni stating its a disability, i havent been able to get on a bus in two weeks and i have to get down to caltrain, they are upseting me and screwing up my life and they left me out in the rain for an hour, they did it again this morning, im sick of this, it must be organized by the whole group or maybe the supervisor, or this cable car driver,
448763	2/13/2014	38R GEARY RAPID	GEARY ST POWELL ST SAN FRANCISCO 94102	ADA patron states that "I was on the bus and I was at the bottom steps and the operator asked me to hurry up the steps. But, there was a person in front of me and I have to wait for the person to move and I have a bad knee so I need to hold on the rail and I can do one step at a time. Due to the fact that I am a large person, I have to give way to the person who is paying. She started complaining about me for 5 minutes to the person in the front seat saying that "this is my pet peeve people standing on the steps but not getting on the bus, I have to deal with this all day". Shes complaining about me who is sitting in the front seat. I have a disabled bus pass. Now I am getting off the bus and I asked her, "Can you lower it for me? The operator said, "See what I mean? Letting me lower the bus and making me slow again" while giving me a dirty look and to the girl behind her".
448771	2/13/2014	12 FOLSOM/PA CIFIC	16TH STREET	For some reason the 6:01 bus has stop showing up and the is the only direct bus to financial district. I am disabled and on a fixed budget. Trying to catch 3 buses to get to work is difficult and hope the connections show up. I am tired before I get to work trying to run,to get on the bus and hoping the connection will show. I have had to take taxis because it is not just the 6:01 the one after has stopped also or coming later. And the 19 did not show up a couple of times. I have to be at work at 630am. And the bus before that is coming earlier then usual. Is this bus ever starting up again. You get great bus drivers doing that route for a month or so and know the regulars then you change and make it hard again. The last regular guy was great. Please restart this bus.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448776	2/13/2014	Not Specified	VAN NESS STATION.	Patron States: The speaker on the Outbound side of the platform does not work and has not worked at least 3 weeks. I am blind and it is hard to ride the trains so I depend on that for assistance. Please fix this.
448783	2/13/2014	31 BALBOA	TURK ST LEAVENWORTH ST SAN FRANCISCO 94102	intending patron states it was two elderly people in wheelchairs and one on a cane and me waiting at the stop and he just passed us up and i thought that was very rude, he could tell we were waiting for the bus, the bus was not full,
448790	2/13/2014	1 CALIFORNIA	SACRAMENTO ST DAVIS ST SAN FRANCISCO 94111	ADA Patron states, "I had already calculated my exact change. Does your machine take pennies? I put in my 75 cents. Im disabled and the machine read I was several cents short. The operator made me pay an extra \$1 and he had a very crossed attitude. 4 people got on the stop and he had problems with 2 of them. If he isnt enjoying his job, he shouldnt be driving. He had a very bad attitude. I had to put change in and then he had let a wheelchair on. He was looking at me like why Im still standing there. Well, I needed to get my transfer. Also the operator is taking up 2 lanes, he isnt pulling to the curb."
448812	2/13/2014	18 46TH AVENUE	LEGION OF HONOR	patron stated, " THE bus left much earlier than it was scheduled (6 minutes)and the driver saw me and the driver made a U turn. I am requesting a hearing."
448822	2/14/2014	Not Specified	N/A	the escalator at Embarcadero station from the platform up tothe station has been out of order for 3 weeks now - when is it going to be fixed?
448839	2/14/2014	9 SAN BRUNO	9TH ST MARKET ST SAN FRANCISCO 94102	PATRON STATES: I AM IN A WHEELCHAIR AND THE DRIVER TOLD ME THAT THE BUS STOP WAS NOT A HANDICAPP BUS STOP. SHE TOLD ME THAT SHE HAS BEEN DRIVING THE BUS FOR 13 YEARS AND THIS STOP HAS NEVER BEEN A HANDICAPP STOP. SHE WANTED TO ARGUE WITH ME ABOUT THIS BEING A BUS. SHE WANTED TO GET IGNORANT ABOUT IT. SHE HAS NOT BEEN DRIVING THE NUMBER 9 BUS FOR 13 YEARS BECAUSE I CATCH THE BUS DAILY AND I AM ABLE TO GET ONTO THE BUS. SHE JUST REFUSED ME SERVICE. SHE WILL NOT LET ME ON THE BUS.
448900	2/15/2014	14 MISSION	6TH AND MISSION	Patron stated "I and a number of people were standing at the bus stop and the driver faked like he was going to stop and then kept going. He slowed down and then sped up. There were a lot of passengers but not full, he could have fit at least another 20 people on the bus. I am disabled and when I have already waited for the bus it is very painful to have wait longer."
448912	2/15/2014	18 46TH AVENUE	LA PLAYA CABRILLO ST SAN FRANCISCO 94121	patron states: "I boarded the 18 at Safeway and you wanted to get off at the Legion of Honor and the Operator refused to finish her route. She turned left on Geary then right 34th and a right Clement. I am disabled and asked her why she wasnt going to the end of the line, up the hill. Her reply was that she was a lady and she refude to drive up there. So now I am waiting on the next bus comes in 14, she told me one would be here in 10. There are probably others waiting at the Legion of Honor. I am disabled and can not walk up there and her reply is then you can wait for the next bus that comes in 10 mins. She has now been sitting at Geary & 33rd for the past 10 mins just sitting idle."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448921	2/16/2014	47 VAN NESS	VAN NESS AND POST	PATRON STATES I NEED THE LIFT I DO NOT HAVE MY WALKER YET, I NEED THE LIFT TO GET UP AND DOWN, THE DRIVER DID NOT WANT TO PUT THE LIFT DOWN, THE DRIVER PICKED UP MY CART AND SLAMMED IT AGAINST THE BUS. PATRON STATES SHE TOLD THE DRIVER DO NOT TEAR UP MY CART I PAID MONEY FOR IT.
448923	2/16/2014	36 TERESITA	29TH AND MISSION	Patron status: "This guy didnt stop, I had to go to work. He didnt stop but the bus was empty, not too many people. Im a little bit handicapped."
448927	2/16/2014	43 MASONIC	PINE ST PRESIDIO AVE SAN FRANCISCO 94115	ADA patron states that "I rang the bell way before my stop which is Sutter and Presidio. As soon as the person got off at Sutter and Presidio, immediately when the passenger got off, I rang the bell, which gives the operator enough time indicating that I will get off at Pine St. I heard the bell ring and I heard the announcement stating "Pine St". I was approaching my stop, and I have a back injury, I still stood up and went up to the operator with my grocery bags even though I am scared to fall, I turned to the operator and said "Pine St". Operator was waiting for the cars to move because it was in a red light. I said to the operator, "do you want me to get off?" and the operator didnt answer me. I asked the operator again, "can I get off here?" and the operator didnt answer. And the operator got the nerve to pass my stop. The operator just drove off. I was standing right next to the operator and I was mad and I raised my voice. I insisted to the operator to let me off across the street. I said, "Please let me off". The operator said, "Oh, no youre going to have to wait until the next stop." The operator did it on purpose. And the lady in front said "why dont you let her off?" I told the operator, "Please let me off and the operator wouldnt let me off. So the operator didnt let me off until California. I have to walk back a block and a half. The operator was so rude. I dont understand why they hire this man. The operator was rude and was not doing his job. Totally outrageous what the operator did. I said I am going to complain against him and the operator said "Im scared" in a sarcastic way. The operator should be fired on the spot. Patron is requesting a callback from MUNI department".
448955	2/17/2014	12 FOLSOM/PACIFIC	RHODE ISLAND	Again the bus did not show up even the bus before that did not show up no time of arrival. It only showed up Friday last week. What is going on. I am on a diet because of Muni. I end up taking a taxi with no money for lunch thank you

PSR #	Date Logged	Line/Route	Location	FEEDBACK
448962	2/17/2014	F MARKET & WHARVES	MONTGOMERY STATION	<p>window lady announced to non english speaking people and others that there were no trains. nobody got it. She said there were shuttles upstairs - went up - no bus, no shuttle, 3:20 went back down, shes gone and a scrawled note says CLOSE and some other scribble(you need a printed sign in english, cantonese , and spanish saying delay up to several hours or delay 15 minutes or whatever) people might need to call for a ride - or go the other way to wait. I bought a bart ticket to civic center. Theres an attendant there who doest know how long the delay is. See a chinese lady waiting for the train into town.Major climb up to lobby He says get a shuttle upstairs on the street. go up stairs and wait. no shuttles. its now about 3:40. A #9 comes - got on (along the way there are 2 empty shuttles sitting in the middle of the road at van ness) I ride it to 24th street to catch the 48 back to the J church line.I WAITED 44 MINUTES until a 48 came. I would have walked but have sciatica. service is lousy. took 2 hours. The newspaper article made it all sound nice and efficient, Mr. Paul Rose.</p>
448974	2/17/2014	39 COIT	BEACH ST POWELL ST SAN FRANCISCO 94133	<p>Intending patron states that "this was the last bus. The operator changed his route and didnt go by the stop. The operator drove up Beach St and turn left into Powell from Beach instead from one block earlier. I yelled at the operator and running towards the bus. The operator didnt stop for me and I kept yelling and running and the operator stopped at the next stop, stop ID #16066. I was still yelling and chasing and I didnt catch the bus in time and the operator didnt wait for me, the operator took off. I missed the bus by 5 ft".</p>
448998	2/18/2014	49 VAN NESS/MISSION	from 14th St	<p>To Whom it may concern, Today I took bus 7132 from 14th St. to 24th St. on the 49 Mission line. When the driver stopped at 14th St. she would not open the front door but pointed to the rear door. She later opened the front door for someone with a walker. I departed at 24th St. at approximately 12:19 PM on 2/17/2014. Since when is it up to the MUNI operator to decide who may use the front door and who must use the rear door on the basis of appearance only? In my case I actually do have a disability that makes standing on a moving bus difficult and painful. I have just as much right to use the front door and access the handicap seating as that person in the walker. She made the decision on the basis of general appearance and age. This is discrimination. Had she opened the door I could have told her about my disability. I think race may have been an issue as well.</p>
449011	2/18/2014	47 VAN NESS	7TH ST BRANNAN ST SAN FRANCISCO 94103	<p>Patron has RTC card. He had low balance and boarded the #9 San Bruno at 18th and Potrero around 10am.He paid cash and the driver caucasian male,64,glasses,and hat with another operator told him he did not need transfer and to board the #47 and it will take me to Caltrain station. Patron then transfered to the 47 bus and in route was approached by POP officers and they checked his RTC card and it was insufficient and aske dfor transfer. Patron told POP officer that the driver of the #9 bus told him he did not need transfer. POP officer issued citation and told patron to call 311 to pull MUNI VIDEO to show he paid and have citation cleared.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449054	2/19/2014	38 GEARY	GEARY BLVD VAN NESS AVE SAN FRANCISCO 94109	Patron states "Im in a wheelchair and was waiting for the 38 to get home. The bus driver said the lift wasnt working and she could not take me. I know for a fact that she could lower the lift manually with these new busses so what she said was a bold face lie. Now its an hour for the next bus and Im stranded out here in the rain. I want a hearing with this driver and Id also like Muni to call me. Ive seen Muni drivers ower the lift manually in the past. Shes a slender African American male but I did not ghet the bus number."
449072	2/19/2014	38R GEARY RAPID	JONES ST OFARRELL ST SAN FRANCISCO 94102	Patron states "I am disable and I use a cane. The bus is somewhat full but enough to board few other peoples. Yesterday 8:45am and today the same driver. she did stop at the bus stop , she stop a whole block away from the bus stop. you had to run to the bus to get in the back door.Today there is a blind woman she try to catch the bus but she couldnt get on. So everyone push to the back of the bus because they board on the back. Now I am got on and off the bus with my cane to let peoples get on and off the bus. Then when I get out the bus, I try to go on the front and she close the door and left. so I am either get off or standing at the door rail so she wont close the door. the most important is I am disable. if the can get people on the back you can also get people on the front. on the last couple of week both the 38 and 38L since to reduce service and they dont inform public. I would like a response from Muni."
449084	2/19/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ GENEVA & SAN JOSE	ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY DVAS [NO]
449085	2/19/2014	22 FILLMORE	BOARDED @ 16TH STS. & CHURCH	RUN # 318- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS. IF NO DVAS-WAS ROUTE/DIRECTION ON VEHICLE DESTINATION SIGN CORRECT [NO] DESTINATION SIGN SAID IT WAS HEADING TOWARDS BAY ST. EVEN THOUGH IT WAS HEADING FOR 3RD ST.
449086	2/19/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 4TH ST. & KING STS.	RUN # 009- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
449087	2/19/2014	14 MISSION	BOARDED @ STEAURT & MISSION	RUN # 368 AT START/ 391 LATER. ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
449088	2/19/2014	14 MISSION	BOARDED @ MISSION & 22ND ST.	RUN # 391-ANNOUNCEMENTS MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
449089	2/19/2014	49 VAN NESS/MISSI ON	BAORDED @ MISSION & 24TH ST.	RUN # 334-ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO] ALLOWED ALLOWABLE ABLE-BODIED PASSENGERS TO BOARD FIRST, EVEN AFTER I TOLD THEM (AND) OPERATOR THAT I NEEDED LIFT, FORCING ME TO WAIT UNTIL ALL OTHERS BOARDED.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449090	2/19/2014	49 VAN NESS/MISSION	BOARDED @ VAN NESS & EDDY	RUN # 326- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
449091	2/19/2014	J-N CHURCH/JU DAH	BOARDED @ CHURCH & 14TH ST./ MARKET	NO OUTBOUND J FOR > 20 MINS.
449111	2/19/2014	Not Specified	HERNANDEZ AVE WOODSIDE AVE SAN FRANCISCO 94127	ADA patron stated that the bus going out bound all the buses from Forest Hill Station up toward Portola Street I cant when I get off the bus theres no room to get by on my wheelchair and coming down from the building theres no computer to tell you when the bus is coming
449127	2/20/2014	31 BALBOA	EDDY ST FILLMORE ST SAN FRANCISCO 94115	Patron call today-stating she is disabled and is requesting a ADA Hearing for -Original Report filed 1/26 SR#3308911 - that reads "The patron states, "The operator was on break and I asked the operator, "How many minutes for your break?, and he ignored me; did not look me in my face. I asked again and said, "Why dont you answer my question, but he ignored me. He then said, "Im staying in my moment and pointed to the bus stop and said, "When Im ready Ill talk to you."
449154	2/20/2014	9 SAN BRUNO	6TH ST MARKET ST SAN FRANCISCO 94102	Patrons states "I have a disability and the driver didnt open the back door before, I cannot walk that far. There was plenty of room; the driver was at a stop light, he had plenty of time. That was really unfair; he could have opened the doors. He let someone else on at the front door, but I couldnt make it to the front."
449183	2/20/2014	38R GEARY RAPID	GEARY BLVD 6TH AVE SAN FRANCISCO 94118	Patron states "The driver refused to pick up a person in a wheelchair waiting for the bus. He told the person it was too crowded and the people on the bus said no it isnt too full."
449222	2/21/2014	31 BALBOA	TURK ST MASON ST SAN FRANCISCO 94102	Intending patron states that "the stop ID # is 16733. There were 5 people, 2 of us are disabled and I am a disabled Veteran. The operator drove by pass us. We waived at the operator and she pulled off. The bus wasnt full at all. I would like to be contacted by MUNI department".
449230	2/21/2014	22 FILLMORE	16TH ST MISSION ST SAN FRANCISCO 94103	patron stated he got on the bus with his service dog, and the driver asked him for the paper work for the service animal, and when the patron went to show him the driver just, out of the blue told him to shut the fuck up or he will throw him out of the bus, patron stated there the driver was out of line, talking to him that way, other passenger told the driver that he was being rude and there was no reason to be talking to patron that way. patron is disable and told the driver that he will wait for the drivers supervisor and talk to him before he will leave the bus
449255	2/22/2014	8X BAYSHORE EXPRESS	SAN BRUNO AND WOOLSEY	ADA patron states that "the operator wants me to pay an adult fare. I have a Disabled card for clipper card and I ready paid .75 cents. The operator said "put more in". He is talking hella crap too, so I talked crap back to him".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449260	2/22/2014	J-N CHURCH/JU DAH	19TH AVE JUDAH ST SAN FRANCISCO 94122	Patron stated" I boarded the N Judah train at 9th and Irving as we left 10th and Judah, the driver inform us we will have to get off at 19th and Judah, I ask the driver why he was doing a switchback and he said cause someone ran through the tunnel, it makes no sense".
449279	2/22/2014	47 VAN NESS	BRYANT ST DIVISION ST SAN FRANCISCO 94103	ADA Patron states, I was standing at the stop and I waved at the driver but the bus just kept on driving by without even slowing down. The bus was empty but it didnt say it was out of service. I want to say that the driver is a moron and he shouldnt be driving a bus. I am disabled and I have a hard time carrying things. I just want someone to tell the driver that he affects peoples lives. I have to catch another bus and now Im going to miss it.
449291	2/23/2014	Not Specified	IN CIVIC CENTER STATION	Caller says that the are visually impaired and need help with getting a ticket from the machine. Caller says that the agent would not help him but was also very rude to them. Caller wants muni to talke to this agent about his behavior
449294	2/23/2014	K-T-L-M-S (Misc Unsorted)	CIVIC CENTER STATION	ADA patron states that the operator of this train was very rude to me and told to get of the god damn door. I am blind and disabled and he was acting out for no reason. This driver was yelling at EVERY stop at different people not just me. This operator must be stopped and spoken to.
449295	2/23/2014	47 VAN NESS	4TH ST KING ST SAN FRANCISCO 94107	ADA patron "I just witnessed the operator of the 47 IB intentionally pass up a disabled passenger. I informed the driver that a mentally disabled man wanted to board. Rather than assit the disabled man, he shut the door on the man. The driver replied to me, "He can wait for the next one."
449299	2/23/2014	22 FILLMORE	EDDY ST FILLMORE ST SAN FRANCISCO 94115	patron states i boarded the bus i told her i needed a seat and there were a lot of people, i told her im working my way back so if you dont mind im finding a seat, she went off on me and told me everytime i get on the bus im a problem and dont tell me how to do my job ironically a man 64yrs old got on a short time later and he got thrown and if people wouldnt have caught him he would have been on the floor, i didnt like her making a comment like that, i didnt want people knowing im disabled, i had a cane so if she was doing her job she would have told them to give me a seat, the driver had an attitude, im not a problem to other drivers, muni drivers need more compassion
449306	2/24/2014	7 HAIGHT/NOR IEGA	BUENA VISTA AVE WEST HAIGHT ST SAN FRANCISCO 94117	ADA Patron states, I placed my bike on the rack and I was trying to board the bus, but the driver refused to allow me to board with my service animal. The driver said, "Im not taking any Dog." then driver just took off with my bike. The driver has my bike (Black and Silver Marin Bike with loose chain)
449384	2/25/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ VAN NESS STA.	RUN # 076- ANOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
449385	2/25/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ REVERE/SHAFTER	RUN # 055- ANNOUNCEMENTS MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449388	2/25/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD ST. & 20TH ST.	RUN # 057- ANNOUNCEMENTS MAJOR STOPS/TRANSFER POINTS BY OP. [NO] DIDN'T CALL BALLPARK / 2ND & KING STS.
449391	2/25/2014	27 BRYANT	5TH ST HOWARD ST SAN FRANCISCO 94103	ADA patron states " This morning at around 11 am there were about 10 of us waiting for the inbound 27 bus at 5th and Howard. Bus with run number 129 drove right by and did not stop, didnt indicate another bus was behind him etc.. This bus appeared to have two passengers on it. Now I had to wait even longer for the bus to come.
449422	2/25/2014	38 GEARY	GEARY BLVD FRANKLIN ST SAN FRANCISCO 94109	ADA patron stated that driver would not open front door I had to make repeated requests through the glass to get her to open door. I identified myself as disabled and needing stairs in down position. She continued to refuse saying I would have to be behind yellow line and she felt there was no seat in front. She did finally put stairs down but by that time a drunken passenger began yelling at me because he thought I was delaying bus. I was able to obtain a seat immediately
449476	2/26/2014	12 FOLSOM/PA CIFIC	16TH AND RHODE ISLAND	This bus time has not run in three weeks I need to know if is going to run again or it has stopped. I have not been able to get this bus and it is the only direct bus to financial district. I am disabled and as I have said before it is difficult for me to try to catch 3 buses to get downtown. I have had to stop lunches due to trying to pay for cabs to get to work in time and not tired by the time I get to work to need to go home. I have had to borrow money. Please let me know if this bus will start running or if it has sopped all together and I can try to figure something else out cheaper. I do not want to change my whole morning to find out the next day oh the buses are running again
449479	2/26/2014	49 VAN NESS/MISSI ON	MISSION ST 18TH ST SAN FRANCISCO 94110	ADA Patron states, "I had a stroke and I have speaking issues. I was taking bus #7063. The operator started to discriminate me because of my speaking impediment and because I didnt speak English. She called me stupid and thats not fair. She even stood up and said something to me which I didnt understand. The people on the bus started to laugh at me, I was embarrassed. At the very beginning, I walk with a cane, I cant walk fast, and the operator started to hurry me up to get on the bus quickly but I couldnt. We asked her for the ramp and she didnt want to lower the ramp. I said, Please, please, please." She didnt pay attention, and didnt lower the ramp, she was discriminating me."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449552	2/27/2014	38R GEARY RAPID	OFARRELL ST TAYLOR ST SAN FRANCISCO 94102	Black lady driver in a short red wig, Caller says that this driver does not stop at the bus stop. Caller says that the driver pulls a head of the bus stop by a full bus length, and does not open the front doors. Passenger is disable and walks with a cane. Being disable makes it hard for passenger to get to the bus. Caller went up to the driver asked for their badge number and asked the driver "is that the number on your sleeve"? The driver said "yes it is, and to make sure that you tell them I get them their safely". Caller biggest complaint is that this driver does not pull into the bus stop and caller needs to get on the bus front of the bus because it lowers for passenger. Caller says that if they dont get a call back that they are going to Video tape this driver and take it to other venues. Caller says that they made this complaint three time and the SR #3381637 is one of her complaints.
449556	2/27/2014	38R GEARY RAPID	OFARRELL ST AT TAYOR ST	This is addition to SR#3407583.The driver said I pick you up every week you tell them I get you there safely every time dont l.It shows she is admitting that she is the same woman each time that doesnt stop at the stop.Why am I complaining when I get you there in one piece.This driver wears different wigs.The first two times I reported her she had on long straight black hair.This time she had short red hair and their wigs.This is complaint is a supplemental in addition to SR#3407583
449588	2/28/2014	9 SAN BRUNO	21ST ST POTRERO AVE SAN FRANCISCO 94110	The patron states: I am in a wheelchair. When the driver got to the stop, he lowered the ramp. I was having some trouble getting up the ramp in my manual wheel chair. I had a friend who was taking a moment to get to the bus. The driver kept saying hurry up, hurry up but I could not get up the rest of the way up the ramp. The driver then said I was swearing at him and he stopped the bus and would not assist me. At that point, another patron got up off the bus and moved me off the ramp. Another person on the bus in a motorized chair used the ramp, got off the bus and threatened me with a knife calling me a white trash piece of shit. The driver did nothing. Then both the patrons that got off and assaulted me got back onto the bus and the bus left. I am concerned because the driver should be assisting me and not rushing me when I am obviously not able to get up the ramp. I was assaulted and the driver assisted the assaulters. This type of thing happens a lot on this route. Today is the first time I felt insulted enough to report this.
449591	2/28/2014	K-T-L-M-S (Misc Unsorted)	46TH WAWONA	Patron states "Im disabled and was heading to board the 4:47 train at 46th and Wawona. When I got there the train (Run 002 and the back car was 1483a)was already pulled past the wheelchair ramp which its not supposed to do until its schedule to leave at 4:47. I told the driver this and she said she forgot. I asked her to reverse the train and she declined. Well I reminded this same exact driver of this in the past so theres no excuse. I told her I would call in in and she said "OK". Shes not the only driver who does this and it mainly happens on the first run of the day. I would like a hearing by phone because Im getting tired of this and something needs to be done about it."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449617	2/28/2014	1 CALIFORNIA	WEBSTER ST SACRAMENTO ST SAN FRANCISCO 94115	ADA Patron states, "This bus operator wouldnt pull to the curb and then I had to ask him several times to lower the stairs. I get up the first step and hes screaming at me, "Hurry up! Hurry up!" I told him, "This is dangerous for people with disability, its raining and wet and I could slip." Then he didnt check our transfers and when I tried to get his ID # he had taken it off his sweater prior. So I requested his ID # from him and he absolutely refused. He kept raising his voice at me. When it was time to get off, again he didnt pull to the curb. I want someone to get back to me on this."
449628	2/28/2014	CALIFORNIA CABLE CAR	CALIFORNIA ST STOCKTON ST SAN FRANCISCO 94108	Patron states that "I had a MUNI token because I am disabled. I have a MUNI token in my finger and showed to him and the conductor said "no". I walked from California and Stockton to California and Van Ness in the rain and I approached the conductor and ask for his information. I took a picture of the conductor and he took a picture of me. When he took the picture and I smiled and waived, the operator shut his finger up".
449674	3/1/2014	47 VAN NESS	VAN NESS AVE TURK ST SAN FRANCISCO 94102	Patron states "The bus driver did not open the door. If these stupid people cant open the doors, they dont need to be driving behind a wheel."
449696	3/2/2014	12 FOLSOM/PA CIFIC	25TH ST WISCONSIN ST SAN FRANCISCO 94107	intending patron states i was sitting here in my wheelchair 10 said he couldnt stop because it wasnt flat, and he had the king of lift that comes out and lifts you up, its not the ramp, but if he pulled up a little it is flat ground they stop for me all the time, the 48 is stopping for me now, all he had to do was pull up to the corner and let me in, but he pulled off and left me in the rain, that was disrespectful
449707	3/2/2014	8X BAYSHORE EXPRESS	SANTOS ST BROOKDALE AVE SAN FRANCISCO 94134	Patron states " At Santos and brookdale 8x heading into downtown.. group of people waiting to get on with a bunch of strollers and stuff. So I went to the side door and I pressed the button so bus driver could open the door. She did not open the door. So I had to wait and board in the front. The next stop down. There are two guys a black guy and chinese guy she opened the doors for them to get on. From then on she opens the doors for everyone. But because I am a white male in that neighborhood plus handicapped person I have this problem continually. They did this on new years even and I have advised them I would report them. This is still going on and for the last 20 minutes she is opening the side doors. But she did not open it for me. BUS 6218 I am being treated differently for some reason. I need to know what is going on. I feel I am being racial profiled.
449739	3/3/2014	Not Specified	SILVER AVE SAN BRUNO AVE SAN FRANCISCO 94134	ADA patron states that "it happened either in a bus # 9 or 9L heading downtown. I was running towards the bus. Im aware that bus operators that when their doors are close, its their option to reopen or not. Right when I got in front of the door, the door was already closed. Operator just gave a weird sign stating "no". What bothers me is the gesture she made with her hand. She was pretty much stuck in traffic, close to 1 minute. I feel that she had the chance to open the door but she did not. I suffer from PTSD and it pretty much triggered my anxiety that day and thats the reason why I am calling".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449743	3/3/2014	9 SAN BRUNO	22ND ST POTRERO AVE SAN FRANCISCO 94110	Patron states: Yes, I want MUNI to respond to me on this complaint by mail. And I want a hearing scheduled. Nothing seems to have changed! I am in wheelchair and already at the stop when this bus arrives. I notify and wave at the operator and she saw me! She let everybody on the bus first. I asked Can you lower the ramp? She replied I cant let you on because got seniors and other disabled passengers on board already. Theres a bus right behind me, you dont have to wait. The bus was not full and theres no other wheelchair on board when arrived! And THERES NO BUS RIGHT BEHIND HER! When I asked for her badge number, she slammed door and took off! Thank you.
449748	3/3/2014	45 UNION/STOCKTON	STOCKTON ST GREEN ST SAN FRANCISCO 94133	Caller: I spoke to th driver of the bus and advised her that there ws a teen ager sitting in the seats that are designated for disabled and senior citizens. Her response to me was " that is my daughter".There was a period of time while on this bus that senior people had to stand because the girl would not give up her seat and the driver would not ask her tdaughter to move. I want a written response from MUNI regarding this violation of rules.
449789	3/4/2014	22 FILLMORE	BOARDED @ 16TH & CHURCH	RUN # 340- DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY: [DISABLED] ALLOWED 2 YOUNG KIDS TO SIT IN FRONT SIDE SEATS, SUCH THAT A WOMAN WITH A CANE AND A SENIOR HAD TO WEAVE THROUGH STANDEES TO FIND A SEAT AWAY FROM THE SEATS MEANT FOR THEM.
449794	3/4/2014	Defunct	GEARY	I have a cast on my right leg. This driver refuses to open the front door to let me on. He has done it before. It is unfair that I cannot take this bus bc he cant ask other riders to move back and let me on. I feel its not only inconsiderate of the driver but neglecting his duties. I was forced to take a regular 38 which drops several blocks from my work and is much more difficult for me with my cast. I am only temporarily in this situation - but it makes me concerned for folks who bare the burden of a disability daily and are ignored.
449798	3/4/2014	24 DIVISADERO	BOARDED @ JACKSON & FILLMORE	RUN # NOT VISIBLE- COULD'NT PULL IN TO CURB BECAUSE # 10 LINE BUS STOPPED IN MIDDLE OF LENGTH OF BUS ZONE. PULLED PAST #10 BUS-SO COULD'NT SEE RUN #.
449801	3/4/2014	49 VAN NESS/MISSION	BOARDED @ MISSION & 16TH ST.	RUN # 366- ANOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. NONE CALLED .
449802	3/4/2014	14 MISSION	BOARDED @ MISSION & BRAZIL	RUN # 407- ANNPUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. NONE CALLED.
449841	3/4/2014	7 HAIGHT/NORIEGA	1ST ST MARKET ST SAN FRANCISCO 94105	Patron got on bus with guide dog, patron had muzzle on her dog and driver refused service. Patron showed dog was muzzled to driver and driver did not care and flat out refused service to patron and made her and dog exit the bus.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449894	3/5/2014	31 BALBOA	POLK ST EDDY ST SAN FRANCISCO 94109	Intending patron states, "I was waiting for the bus I am a diable senior and the bus came and just kept going. I stood where the stop is the driver looked at me he pointed at me and kept going. There is no shelter here so I have to stand. He refused to pick me up and I feel he should be fired for that."
449941	3/6/2014	9 SAN BRUNO	5TH ST MARKET ST SAN FRANCISCO 94102	Patron stated "I sitting here and the 9L just passed me by theres no way he didnt see me he makes a habit of this Ive seen him before and he did this."
449942	3/6/2014	5 FULTON	MARKET ST POWELL ST SAN FRANCISCO 94102	patron state " I just get off work . I typically walk to 7th and market that where i live. I saw two 5 Fulton at the bus stop on Powell. The 1st bus motion me to catch the bus behine and he pull away. I board the 2nd bus. I told the bus driver, I had a disable pass I am going only to 7th and market. The driver said "wow! lady that too much information you are talk too fast." them I repeat I said "I had a disable pass, I going just 7th/Market. he said most people just paid the fares . he was very aggressive toward me. I dont feel comfortable. I ask him to let me off . he slams on the brake very hard as he was pulling away. he open his door than slams the door and my work cloth bag catch by the door. I try to pull it out. he open the door again and he is very aggressive and mean to me. i told him i am going to complaint him. caller states the bus number is 49819 it on the side of his vehicle."
449949	3/6/2014	7 HAIGHT/NOR IEGA	LINCOLN WAY	I am currently on crutches recovering from intensive foot surgery and cannot put weigh on my left foot. At 9:46 AM this morning, I was waiting for the 71 to go to work. When the bus pulled up, the driver refused to open the front door for me, instead forcing me to crutch to the back door. I am not sure why. The bus was crowded, but not so crowded that people couldnt move to let a disabled person on the bus to sit. When the back door opened (several feet away from the curb, so to actually get into the bus wouldve required significant effort on my part with crutches), none of the passengers would move to let me on. In fact, there was a dog in the doorway, making me very unwilling to try and get on, since I am currently on crutches and cant predict how an animal will act. So I crutched back up to the front door, intending to ask that they lower the door and let me on. Instead, the bus pulled away and left me waiting for the next bus, which was about 10 minutes away. I was late to work. This has happened to me before when I wasnt limited in moving, but to have it happen to me while I was on crutches is rude and unthinkable. I feel incredibly discouraged to think that this is probably happening to people who are permanently disabled. I will be on crutches for the next two months. I am really upset to think that this may happen to me again. I already have to plan out extra time to get to work because it takes me so long to get anywhere. I dont think I should have to plan extra time to catch a bus just because the driver doesnt want to be bothered to help a disabled person onto the bus.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
449963	3/6/2014	5 FULTON	LYON ST FULTON ST SAN FRANCISCO 94117	ADA Patron states, "Every single time this operator sees me and theres a crowd of people there, Im with a cane, its very clear I have a mobility problem. He intentionally stops way short where the stop is marked and allows people without mobility issues to get on ahead of me. Ive confronted him about it several times, he comes out with ludicrous comments on why he does it. I get on and every disabled seat is occupied by able body person. He has not instructed people to move. I had to get off to wait for the next bus sometimes. Its absolutely absurd. When I confronted him today at Lyon and Central, I made it clear I was next to the coach stop sign which is right next to the stop sign. He said, "I cant see you because of the sun shining against the pole of the stop sign." Incidentally the sun was in front of us behind the stop sign. All the other bus drivers pull to the coach stop. Also, when he lets me off the bus, its well away from the curb and it forces me to have to move my legs farther apart to where I cant keep my balance. Also, the stop before Gough going to downtown, he stopped perfectly where it the situation was the same when I had waited at my stop, the sun was just as visible there."
449974	3/6/2014	38 GEARY	4150 CLEMENT ST SAN FRANCISCO 94121	ADA patron states " I think there should be another stop at the FT. Miley Hospital VA hospital. It should NOT be that if a vet misses his or her stop, you have to go down the big hill. Please propose a second stop near the hospital considering the needs of the disabled veterans at this stop."
450035	3/7/2014	47 VAN NESS	VAN NESS AVE EDDY ST SAN FRANCISCO 94109	Patron stated "I was 6ft from the door. I cant sit in the booth I waive at him and he just stop right infont of the bus stop pole and ignored me and then he took off and the bus was even crowed."
450044	3/7/2014	47 VAN NESS	EDDY ST VAN NESS AVE SAN FRANCISCO 94109	Patron states " I been waiting since 4pm, I am in a wheelchair and there were two buses who refused to pick me up. The driver ignored me; his bus was too crowded to pick me up. Im going to take MUNI to a jury trail and they can pay me 500K in damages. If the bus is that full that they cant make room for a wheelchair, then there is something wrong. I usually dont take the bus but my wheelchairs is malfunctioning"
450046	3/7/2014	23 MONTEREY	NA	Patron states "The bus driver asked me to show him my bus pass. He doesnt have to ask me to show my pass. Its a law since 2012 & thats why there are POP officers now. He just needs to pay attention to his driving. I have a disability and I would like a title 6 filed. All I want him to do is leave me alone, I feel hes discriminating against me cuz he never ask any of the other people like the Asians. He can just say "hello" & not ask me for my bus pass. Someone needs to have a talk to him and let him know he doesnt need to ask me for my bus pass. I would also like you to pull the film cuz I did show him my card. People do not have to show the driver the pass anymore. The whole reason for this new law, is to expedite travel & safety of the people. Drivers should just pay attention to driving."
450050	3/7/2014	22 FILLMORE	FILLMORE ST SACRAMENTO ST SAN FRANCISCO 94115	Patron states that she is disabled and requested the lift to board. The driver refused to lower the lift and did not communicate anything was wrong with the lift closed the door and pulled off.Patron states that the driver was very unpleasant.

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450062	3/7/2014	F MARKET & WHARVES	NOE ST MARKET ST SAN FRANCISCO 94114	ADA patron stated, that "I got the F at Church and Market and I wanted to get off at the last stop which is 17th and Castro. When the driver got to Sanchez she said the last stop would be Noe and Market. She did not tell me this when I board the bus. When I asked why she wasnt going to 17th and Castro, she replied that she wanted to go home. I told her that I was going to call Muni and she told me she would close the doors and take me to Balboa with her. I then agreed to get off the bus because I didnt want be taken to Balboa. I am disabled and in a lot of pain. I am also diabetic and havent eaten and my blood/sugar was low. This driver should never treat anyone like this!"
450076	3/8/2014	57 PARKMERC ED	ULLOA ST WEST PORTAL AVE SAN FRANCISCO 94127	Patron states, "I just got off the M line to catch the #17. I am disabled and use a cane. The 17 line driver saw me and just shook his head and took off. I proceeded to go back to the M line and dropped my cane when I was crossing over the tracks. The M line ran over it and now I dont have a cane. I picked up the cane and it was cracked in half so I threw it in the garbage. The M line driver is Chinese/Oriental male. It was going OB."
450094	3/9/2014	5 FULTON	MASONIC AVE FULTON ST SAN FRANCISCO 94117	ADA patron states that "I am in an electric wheelchair and the operator did not pick me up. According to the ADA patron, the bus was already at the bus stop and I am in the middle of the bus going towards the front of the bus. When I arrived at the front of the bus, the operator closed the door and pulled off".
450095	3/9/2014	9 SAN BRUNO	SILVER AVE BAY SHORE BLVD SAN FRANCISCO 94124	Patron states: I am handicap and on crutches. I pulled the cord requesting the stop before bus arrives at the stop, telling the operator I need the stop, I need the stop. Operator rudely responded Oh its too late! I just want Muni to be aware they have such rude operator and please take action on it. Thank you.
450121	3/10/2014	Defunct	18TH ST AND HATTIE	PATRON STATES HE WAS 40 FT AWAY FROM THE STOP, PATRON STATES HE WAS WAVING THE DRIVER DID NOT STOP, PATRON STATES THAT HE GETS ON THE BUS EACH MORNING AND SPEAKS TO THE DRIVER THE DRIVER SAYS NOTHING TO ANYONE, PATRON STATES HE WALKS WITH A PROSTETIC LEG AND HE HAS TO BE CAREFUL, PATRON STATES THAT THE DRIVER NEVER LETS DOWN THE LIFT, PATRON STATES THIS DRIVER IS ALWAYS RUDE, PATRON STATES THIS DRIVER NEEDS TO BE RETRAINED.
450138	3/10/2014	47 VAN NESS	11TH ST FOLSOM ST SAN FRANCISCO 94103	intending patron states i was waiting for the 47 and a guy gets on I was right behind him in a wheelchair, but she closed the door behind him and left

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450140	3/10/2014	49 VAN NESS/MISSION	SOUTH VAN NESS AVE MISSION ST SAN FRANCISCO 94103	Patron stated"Patron stated"I was getting on the bus and several other people disable lady in her 50 or 60s overweight taking a long time to get on the bus and I got on after her and this disable black guy wanted to get off the bus he had a cane he could hardly walk she told him he was taking to long and he had to get off at the next stop the bus was stopped when she told him that but she did not want to open the door for him she tried to punish him because he was senior, disable, or black. I seen her on the bus before and she nasty and rude to passengers, she mean".
450145	3/10/2014	14 MISSION	7TH & MISSION	Patron states "The driver discriminated against me cuz of my service dog. She refused to let me on because she saw my dog bark at a skateboarder. She said "no service dog will bark at a skateboarder" . She is driving the bus that is ahead of the bus number 7009."
450162	3/10/2014	8X BAYSHORE EXPRESS	ARLETA AVE BAY SHORE BLVD SAN FRANCISCO 94134	Patron states "Starting at CCSF the driver was late leaving by about 5minute the other bus driver said she always throws the schedules off because she always leaves late. By the time we got to Arleta and Bayshore the train was just leaving because she was late leaving , she was aware there were a bunch of us trying to make they train because we were trying to make her hurry up so she knew. When she pulled up there on Bayshore /Arleta she did not stop she kept going we started yelling hey, hey and she said well no one pulled the cord, but we said you knew we wanted off at that stop she said Oh Well, and then we said well can you stop now. And she kept going and decided to stop when she felt like stopping midway up the hill quarter of a mile before she stopped and the she let us off and I walk with a cane I am disabled. When I got on she was mean she said behind the yellow line I was behind the yellow line I asked her a question she was mean and said I didnt know.
450170	3/11/2014	5 FULTON	BAKER ST MCALLISTER ST SAN FRANCISCO 94115	ADA patron states, I walk with a cane and I am a senior citizen. I was on my way to the hospital to have surgery and I my mind was on that, so I got on the bus, sat down and forgot to pay my fare. The driver was on the bus phone in his hand talking to his dispatcher. The bus wasnt moving. The driver held the door open and turned to look at me and said that I needed to pay my fare. I was reaching in my pocket and told the driver you can start moving Im going to pay my fare. The driver replied were not going anywhere until you pay your fare or you have to get off the bus. So , I paid my fare. My arguement is not about the fare, it is with how this driver handled the situation. Here you have a disabled senior citizen with a cane that didnt pay his fare and your going to hold up the bus with about twenty other passengers onboard for seventy-five cents. The driver embarrassed me in front of everyone over seventy-five cents. I would like to get my money back as an apology from MUNI. I would like a hearing to be scheduled.
450187	3/11/2014	F MARKET & WHARVES	CHURCH AND MARKET	patron says " Muni drivers need to announce or make sure the senior seats are being occupied by seniors and not allow younger passengers to let seniors stand and struggle to hold their balance" ADA
450204	3/11/2014	27 BRYANT	HYDE ST CLAY ST SAN FRANCISCO 94109	Next bus technology is not working. Audio is very important to me because I am blind.

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450206	3/11/2014	22 FILLMORE	BOARDED @ 16TH & CHURCH	RUN # 342- ANNOUNCEMENTS- MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO]
450208	3/11/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 4TH & KING STS.	RUN # N/A ANNOUNCEMENTS-MAJOR STOPS/RANSFER POINTS BY OPERATOR [NO] OPERATOR FAILED TO CALL 2ND & KING/ BALLPARK.
450209	3/11/2014	22 FILLMORE	BOARDED @ UNION & FILLMORE	RUN # 471- ANNOUNCEMENTS-MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO]. DVAS INTERMITTENT. WHEN DVAS NOT CALL/SHOW ANYTHING. OPERATOR DID NOT THEN CALL THOSE MISSED STOPS.
450252	3/12/2014	38 GEARY	33RD AVE GEARY BLVD SAN FRANCISCO 94121	patron states: "The bus just passed me on by, he left early. I am disabled and I have a service dog. I cant stand very long and I know the driver seen me waving but whoever was driving so fast I cant even tell you who was driving. They were do 45 mph approx in a 30 mph zone which is dangerous for pedestirans and animals. I would like a hearing on this too. Now I have to wait over 30 minutes for another bus."
450253	3/12/2014	38 GEARY	33RD AND GEARY	Patron states "I called 311 about an hour ago to make Muni complaint 3446274. This was a 38 driver who passed me and my service dog up while going above the speed limit. Anyway, after 3 consecutive 38s were out of service (12:01, 12:14, and 12:27) another 38 finally just came by. Problem is, the driver passed my up again! Im standing at the stop in clear view of the driver even waving at the bus as it approached. The bus flew by and Im here waiting again. Not the next bus is 22 minutes away. That means once it shows up I will have waited here with my service animal for over an hour and a half. This is a transfer point for the 18 and I need to get home. Drivers should not be skipping transfer point stops let alone passenger with service animals. I would like an in person hearing for this incident as well. Someone needs to be held accountable. (311 lead called Central Control 38 to advise them the passenger was passed up again. Central Control stated he would have the next bus turn around right away from Point Lobos to pick up the customer sooner then the 22 minute wait time. 311 advised patron.)
450254	3/12/2014	94 K/L/N OWL	8TH AND MARKET	Patron states "Im trying to get home and I have a legal service dog with me with tags and license visible on the animal. I was at 8th and Market waiting for an outbound N owl showed up. (The driver was and African American female in her early 30s) As I boarded the driver asked me for paperwork proving this was a service animal. I shoewd the driver the visible licence and service tag displayed on my dog. She said that wasnt enough and that I needed paperwork. I told her that was not true, when I registered my dog I was told the license and service tag would suffice for Muni. After explaining that to the driver she said "Wheres your fare"? I showed her my fare and she still didnt let me on the bus. She took off without me and Im just trying to get home. I almost feel like I was discriminated against because of my tattoos and dyed hair. I really thought Muni would work for me but now I have my doubts because of how I was treated tonight. (311 rep asked patron if she would like a hearing.) Patron repsponded "I only want a hearing if this complaint process does not work. I will hold on to my complaint number and if this happens again I will request a hearing at that time".

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450267	3/12/2014	19 POLK	25TH ST CONNECTICUT ST SAN FRANCISCO 94107	patron states this man would not open his front door he had room in the back he has passed me up before, i dont need the ramp but i do need him to lower the stairs, he tried to get me to go to the back door, but i cant get on the back door i need the stairs lowered, he was just being difficult and drove off, im tired of him passing me up, the buses at this time of morning run very sparadic and the kids are always late for school im trying to get my granddaughter to school on time and it would be nice if we could get the kids to school
450270	3/12/2014	5 FULTON	MC ALLISTER ST. & VAN NESS AVE.	The patron states, "My husband and I were waiting for the #5 and we boarded the bus. I stated to the operator we have service dogs and the operator said, "All service dogs need to be paid for and muzzled." The operator stated there was a memo last week and I asked about the memo. I sat @ an empty seat and my husband was trying to pay with his Clipper Card. The operator made an announcement that the bus was not leaving and people were putting us down and operator was laughing. He was on the phone and told someone we were white with big dogs. He discriminated against us and should know the law. I called 311 and was told theres no information regarding patrons paying for service dogs. I put the phone on speaker so the operator could here and he said, "Get out of my f----- face."
450271	3/12/2014	44 O'SHAUGHN ESSY	SILVER AVE BAY SHORE BLVD SAN FRANCISCO 94124	Patron states I am in a wheelchair and yesterday I fell out of my wheelchair due to the driver did not secure my wheelchair. This happened between 1-2PM. The driver did call in. The bus driver asked if I needed ambulance assistance at the time I was already on my way to my doctors office that is why I did not accept the ambulance. I informed my doctor that I fell and that my head was hurting she gave me a referral to get a cat skan of the head and I have that form. Maybe between 12 and 5am this morning I felt sharp pains on my right side and also on the left side of my neck I also have a headache. My right shoulder blade is very bruised.
450283	3/12/2014	47 VAN NESS	VAN NESS AVE OFARRELL ST SAN FRANCISCO 94109	Patron states: "I was trying to get on the bus and my service dog sniffed the driver and she went completely off the chain. Shes up front talking to all these people about how I must be having sex with my service dog. I have my disability papers showing that she doesnt need to say anyhting about my service dog. I just want somebody to say something to her."
450300	3/12/2014	38 GEARY	POWELL ST GEARY ST SAN FRANCISCO 94102	Crowded bus, 2 seats available in handicap area. Drivers daughter was in one of the handicap seats. Patron called this same complaint in 2 weeks ago. Same complaint. These seats are for disabled and seniors. Patron got on and reminded driver about the rule for the handicap seating. Driver reacted quite vociferously, then things went from bad to worse. Driver accused patron of being raciest. Patron reminded her of the rule again for the handicap seating and that if seniors or disabled needs that seat it should be available. Driver stopped the bus and called the police. The police came talked to all involved. Muni inspector 454, Thomas Aldana, also came to the scene and inspected situation very through. He was very professional, polite, through and kind. Inspector 454, then drove patron to the VA hospital. Patron explained this all to the inspector as to what happened. This driver needs to know the rules that are required to drive a bus. Patron has complained about the same driver before. This should not have had to go this far if muni would have taken care of the first complaint. This inconvenienced a lot of patrons. This should not have happened.

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450306	3/12/2014	35 EUREKA	DIAMOND ST DUNCAN ST SAN FRANCISCO 94131	Patron states my complaint is some drivers on 35 Eureka bus dont properly let the ramp down on the bus. When they let the ramp down onto the street that is dangerous for a wheelchair, because there is no level of balance. Vehicle number 1815 does this and he is normally on 10:30A-12:30PM I cant see his employee ID because he has it covered up.. I am in a power chair and it is a lot more heavier than a regular wheelchair. There are some drivers who do it properly and some drivers that dont do it properly Maybe you should have someone out there to train them and show them the correct way to park the bus and let the ramp down so that no one will fall over into the street. My example is that there occasions when there isnt a car over the curbs by the bus stop that they can actually move the bus up to where a wheelchair can get off easier, so all the drivers should know how to park the busses properly so that a wheelchair can get off properly with no danger.
450311	3/12/2014	9 SAN BRUNO	CORTLAND AVE BAY SHORE BLVD SAN FRANCISCO 94124	ADA patron "I boarded the 9L and I had a cane and a bag of groceries with me. The driver hit the gas and caused me to loose balance. I then but my groceries on the square enclosed area and the driver chaastised me for that. He told me to get behind the yellow line. Suddenly a friend of the driver, who was in front of the yellow link casually chatting with the operator told me : "I will kick your f##king ass if you do not sit down:
450316	3/12/2014	F MARKET & WHARVES	MARKET ST 9TH ST SAN FRANCISCO 94102	Patron states: I am on a walker and the driver that stopped at this location would not pickup my walker for me to get on the bus. Driver said to her, very rudely "its not up to me to lift your walker, you shouldnt have it if you cant lift it. I dont lift other peoples personal property." On the way out, he did not want to pullup to the elevated platform so I could get off.
450351	3/13/2014	F MARKET & WHARVES	DUBOCE	<p>I am a forty percent disabled veteran and after 1.5 years just had my disability reevaluated by the Martinez VA Clinic and waiting to find out the results which may take months.</p> <p>It is very painful for me to walk let alone use stairs; I just had a lower back injection to relieve some pain to a blown disc. Yesterday morning at 5:58 am on the J muni from Civic Center to Church and Duboce I requested ramp service, the driver was extremely rude, and requested verification of my disability. He finally open the doors but refused to lower the ramp, had I tripped over the ramp and injured myself this would not be just a complaint. It is embarrassing to only be 52 years old and have to request help without having to deal with rude Muni drivers, this is not the first occurrence with your drivers; however, it was the worst experience. Please advise your drivers when someone request ramp service that they need to show a little compassion and comply with ADA and current laws both federal and state. I was very upset yesterday and I almost filed a formal complaint; however, I do realize everyone is entitled to have bad days so I am writing to you in this forum. What made matters worse was my manager was on the same muni, thank goodness my employer is more understanding than your Muni drivers.</p> <p>It would be nice if there was a button near the handicap seats to let the driver know you would like ramp service, trying to let them know and verify that they heard the request is very difficult knowing</p>

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450352	3/13/2014	31 BALBOA	LEAVENWORTH ST TURK ST SAN FRANCISCO 94102	Caller states" I am a witness. I was walking .There is 2 senior men. the driver pull up and one senior press the button at the door and other was in the front of the door. the driver wouldnt open the door . I hallo to the driver and he didnt response them 3 of use hallo and yelling Hey! Hey! to the driver and the driver stop above 20 feet away from the bus stop. One of the senior man run to the front and board the bus and the other 62 senior) cannot run to the door with a swollen ankle (the ankle like a elephant feet). I want a title 6 file on the driver for discrimination of a disable senior person and i want a video pull. "
450380	3/13/2014	21 HAYES	7TH ST MARKET ST SAN FRANCISCO 94102	The patron stated, "Im in a wheelchair and when the operator arrived and put the lift down he put it down so it was too short so I couldnt get on. I got him to move the vehicle twice, and when I got on and he got very smart. He asked me for my pass and I asked him to put the seat up first. There were people in the seat and I had to tell him to ask them to move. The operator was more interested in asking me for my fare than helping me with the seat for my wheelchair. I want a hearing and I want the video at the hearing." The caller is requesting a letter regarding his feedback, he does want a hearing and is requesting the video be available at the hearing.
450391	3/13/2014	94 K/L/N OWL	DUBOCE STREET	After holding at Church/Duboce, the driver was apparently directed to move train along J line due to the Mission Bay fire. He ignored the request of a passenger in a wheelchair who asked to be let off at next platform, outside of the tunnel (next to Safeway) - the driver claimed he had to let him off at the next serviceable J stop, even though the N train directly behind us could pick up the passenger for transport to Civic Center. When asked to reconsider, the driver immediately became antagonistic and stepped off the train, aggravated, yelling. I asked why he could not simply pull forward to drop off the passenger and then reverse, and he refused to listen to reason. He would not talk to the passenger, so I intervened. I asked for his name - Fo (?) - and badge, #2411. He showed no motivation for changing the situation, and held up not only the passenger still on board, but the train behind us. He appeared foolish in front of myself and the other passengers. His only response to my suggestion and then questioning was a heated, curt "talk to supervisor." So, when the supervisor showed up, I did. The supervisor immediately told the driver to do what I had suggested, to pull forward and let the passenger off at the next ramp, so that the incoming N train could pick him off. I did not get the name of this supervisor, but he was obviously more aware and sensitive to the situation. It was sickening how infantile the driver was behaving towards a customer in need, and reflecting ill on MUNI as a whole. Though I selected this category, it also fits "Inattentive / Negligence." I hope that he is strongly disciplined. Please let me know if you need any further information. Thank you for your attention to this.
450414	3/14/2014	37 CORBETT	DAWNVIEW	Would just like to request that drivers put the step down at Dawnview as it is at least 3 feet from the ground and difficult to get up onto sometimes. There are elderly people at that stop too and I have neuropathy in my arms/hands and pulling myself up is uncomfortable as well as a large unsafe leap. Thank you! Every little bit counts. Many of the bus drivers on this line forget, not just this one fella.

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450444	3/14/2014	F MARKET & WHARVES	MARKET ST NOE ST SAN FRANCISCO 94114	patron stated, "The driver did not stop at the stop at Noe & Market. I got on at Church & Market and then the driver dropped all the passengers off two stops later. Why is it that every time I get on the F car the car does not go to the end of the line. I am disabled I dont appreciate being dropped off like that. I asked the driver why he did not go to the end of the line and the driver was rude, the driver flipped me off."
450478	3/15/2014	47 VAN NESS		patron stated "The bus driver stopped at the stop and refused to open the door even when my disabled clipper card was shown he refused to open the door saying go to the back, and with me standing there still he pulls off telling me to get on the next bus . This is the third time he has done this, this driver needs to be terminated."
450483	3/15/2014	49 VAN NESS/MISSION	VAN NESS AVE SACRAMENTO ST SAN FRANCISCO 94109	ADA Patron stated that the basic complaint is that I have a cart. Technically its a hand truck. Iam a senior disabled and I use the cart because I have a disability muscular skeletal which means I should not be carrying heavy things on my back or anywhere. He didnt pick me up. I waited 45 to an hour for a bus on Van Ness and 4 of them came at the same time. The first two were crowded. He was the 3rd bus. I ran to the door with some other people and asked him to let me on with the cart. He said NO because he had no room on the bus that was the first lie . I said yes you do and Im a seniro disabled and this is my cart . He said that is a too heavy of a load to bring onto this bus its oversize. I protested and said I just met with muni yesterday and they said that I could take this on the bus. The size was fine. He didnt listen he just kept saying Im not taking this load on the bus. Now although bus drivers can decide his reasons for not deciding to take it are not valid. THats why Im making the complaint. I met with Matt West yesterday Friday with my cart . He looked at it same load.He said this is just perfect the way you have it set up. Theres a new program that Muni is starting that will allow people to bring their carts on the bus. Its not new. Theyre revising or clarifying the regulations regarding people bringing carts on the bus. When I tried to explain this to him he did not listen. Mr West said that all the drivers know that this is coming so I shouldnt have any problem until they get it clarified like they want to sometime mid April . This man acts like he knows nothing or like he works for somebody else so Mr West said that he would talk to managers of the lines 47, 49 and 5 so that they would know what happened to me in other words this wasnt supposed to be happening and they can speak to their employees about other issues I brought to Mr West yesterday as well as this one and I do want a copy to go to Matthew West
450497	3/16/2014	24 DIVISADERO	EDDY ST DIVISADERO ST SAN FRANCISCO 94115	Patron states that "I am complaining in general. Operators do not pull to the curb. People who are handicapped, in their wheelchair. Somebody have to raise the chair for them because operator dont do it and when they get off the bus, operators dont put the seats back down".
450499	3/16/2014	14 MISSION	4TH AND MISSION	ADA patron "Please investigate a pattern of discrimination of disabled and senior passengers as I have been passed up three times at this same stop. Also, this line should be investigated as the morale and sensitivity for the passengers are lacking. Please ride this line and you will see what I mean

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450514	3/16/2014	44 O'SHAUGHN ESSY	PALOU AND 3RD	Patron states "A bus just flew by me and I am in a wheelchair. It flew by here so fast , at Palou and 3rd. He didnt even stop. He was going way past the speed limit. He was not travelling safely with passengers. I want to file a report with the police. This is not the place to be stuck at".
450515	3/16/2014	F MARKET & WHARVES	GREEN ST THE EMBARCADERO SAN FRANCISCO 94111	Patron stated "I am a disabled man paid cash to ride muni and received a transfer - I waited t the stop for a while the f finally came he acted as if he was not going to stop, I waived my arms and he continued at a high rate of speed. I paid for 2 hours of service and I am not getting what I paid for. This is not the first time that this has happened and I will continue to complain until this is corrected. The drivers need to learn customer service skills"
450530	3/17/2014	44 O'SHAUGHN ESSY	SILVER AND TEPEKA	patron states the driver was driving down the street and slammed on the brakes really hard and made the passengers fall,1 passenger fell into me and Im on a walker, then we got a couple of blocks away and he did it again without saying anything, I already have a bad back and he could make it worse. I dont feel safe riding with this driver on a daily basis.
450532	3/17/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD ST. & 20TH ST.	RUN # 033- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
450534	3/17/2014	F MARKET & WHARVES	BOARDED @ MARKET & CHURCH	RUN # 52- ANOUNCEMENTS- MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO]
450535	3/17/2014	31 BALBOA	BOARDED @ EDDY & DIVISADERO	RUN #51- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO] WAS DVAS AUDIBLE [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT [NO], WAS EXTERNAL ANOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL [NO]. DVAS INCONSISTENT. SOMETIMES STOP SHOWN BUT NOT CALLED; SOMETIME NEITHER SHOWN NOR CALLED; SOMETIMES BOTH SHOWN & CALLED.
450537	3/17/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ STONESTOWN	RUN # 062- ANNOENCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO] A). IF NO DVAS-WAS ROUTE/ DIRECTION ON VEHICLE DESTINATION SIGN CORRECT [NO] INBOUND TRAIN HAD DESTINATION SIGN FOR BALBOA BART. OP. DIDN'T CALL STOPS.
450539	3/17/2014	38R GEARY RAPID	BEALE ST HOWARD ST SAN FRANCISCO 94105	Patron states, "The driver was talking to 2 passengers that got off the #108 and boarded the 38L. I have a back problem and was moving slowly. The driver had time to open the door because the light was red and there was a guy that told the driver. I tapped on the door and the driver ignored me. I feel this is a discrimination against me. Im fed up with the drivers ignoring me. This happened between 4:15 p.m. to 4:30 p.m."
450540	3/17/2014	38R GEARY RAPID	GEARY BLVD ARGUELLO BLVD SAN FRANCISCO 94118	Patron states, "I had to go to pick up my nephew at l:35 p.m. I was at the bus stop and waiting for the other people to get on. The driver saw me and than looked to her left and she closed the door on me. I had to wait for the next bus. I was moving slow because my back is cracked

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450552	3/17/2014	12 FOLSOM/PA CIFIC	6TH ST FOLSOM ST SAN FRANCISCO 94107	Caller states my dad is disabled and was waiting at the bus stop, the bus came, he asked for the bus to stop but the bus didnt stop and now he has to wait for the next bus and he has bad knees
450555	3/17/2014	Not Specified	MARKET ST 5TH ST SAN FRANCISCO 94102	Patron states, "On Market at 5th/Powell Street, theres a little electric lift that gets me from the bus to the street level on the OB side. The lift has been out of service for over 2 months. Im in a wheelchair and would like that to be fix ASAP."
450568	3/17/2014	18 46TH AVENUE	33RD	A group of us needed to switch from the 38 geary to the 18 bus on 33rd/geary intersection. My husband boarded the bus ahead of me. However the door closed on me and the driver drove off. There were several other passengers behind me waiting to board the bus as well. I knocked on the door loudly. The driver didnt open even though he was able to hear and see me standing in front of the door. The driver drove off with my husband who has Alzheimer and may have had trouble getting home safely. Luckily my husband was able to make it home. The driver needs to realize that he can not separate a family or group boarding the bus. The 18 bus was not full at the time. The driver is very is insensitive to the needs of the elderly. The driver could have created a much worse situation.
450604	3/18/2014	22 FILLMORE	16TH ST MISSION ST SAN FRANCISCO 94110	PATRON STATES: I AM HERE WITH A WOMAN IN A WHEELCHAIR.TWO BUSES PULLED UP BUT THEY REFUSED TO LOWER THE LIFT TO PICK HER UP. SHE NEEDS TO MAKE A TRANSFER AT POTRERO FOR THE NEXT BUS IN ORDER TO GET TO HER APPOINTMENT. OH AND WHY ARE THEY MAKING CHANGES TO THE 27? THE 27 IS USED BY MANY PEOPLE THAT GET MEDICATION AT 5TH AND BRYANT. WE NEED THAT BUS TO REMAIN THE SAME. A THIRD BUS JUST PULLED UP AND THIS ONE IS LOWERING THE STEPS, THANK YOU.
450631	3/18/2014	19 POLK	CALIFORNIA AND POLK	Patron stated "I am person with a disability, I was waiting for the bus, when it came instead of pulling up to the bus stop he pulled up past the bus stop and let the passengers off and kept going. "
450637	3/18/2014	24 DIVISADERO	MCALLISTER AND DIVISADERO	Patron stated "At 3:35 I was on the bus and it stopped at McAllister and Divisadero , I was trying to get off , Im handicap I have multiple scarosis , he opened the back door and closed it before I could get off , I asked him to let me off and he wouldnt. He would not open the back door again. He finally let me off at Divisadero and eddy . I had top walk for extra blocks to work. I asked him why he would not open the door and he just closed the door in my face"
450639	3/18/2014	44 O'SHAUGHN ESSY	EVANS AVE NEWHALL ST SAN FRANCISCO 94124	Patron stated" I am disable she stop and I board the bus and I did not have my disable ID with me and I put in 75 cents and she look at me kind of stupid like I said Im disable and she said I dont care you need to pay the full fare, I told her I need to look at my stuff and she ignored me and I had to go through my stuff and my personal Id and then she gave the transfer with an attitude, very unprofessional like she owns the MUNI".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450675	3/19/2014	27 BRYANT	BRYANT ST 16TH ST SAN FRANCISCO 94110	Wheelchair patron stated "The operator over shot the bus stop the operator stop the bus by the traffic light at the corner wheelchair was at the bus stop waiting by the curb wheelchair was unable to board the bus wheelchair ask the operator that he wanted to board the bus the operator said you can not board the bus wheelchair said to the operator that he over shot the bus stop the operator said wait for the next bus.
450723	3/19/2014	K-T-L-M-S (Misc Unsorted)	WEST PORTAL STATION	ADA Patron stated that at 5PM I boarded a train on Miramar and Ocean Ave normally it is the K once I was on the train I realized it was an L. Another passenger asked the driver if youre going downtown he said no she got off . I am disabled. I hold a disabled Muni pass. I went up to the window and asked him if this train was going to CHurch STreet station and he said NO cant you read the sign says L so I sat back down . When the train reached West Portal he made an announcement that that was the last stop . I approached him again with my ID and asked him for a transfer because I needed a transfer to get on another card and he said I already gave you a transfer and I said no I boarded at Miramar and you did not give me a transfer . He said well if you had asked me for a tranfer I would have given you one. Then he abruptly ripped one off and shoved it back toward me. and it was car 1516 its when the L had stopped at West Portal to disembark everyone that had gotten on that was heading to the Zoo it should be very easy to track who that driver is
450730	3/19/2014	28 19TH AVENUE	19TH AVE IRVING ST SAN FRANCISCO 94122	patron stated she is disabled and she requested the stop at 19th and Kirkham for the next stop 19th and Judah. but the driver did not stop, as she was getting closed to Judah she repeated Judah, Judah but the driver did not stop, he took her to the next , she is disabled and had to walk back to Judah, the driver did not even apologize, at all he never said anything.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450751	3/20/2014	5 FULTON	MONTGOMERY ST MARKET ST SAN FRANCISCO 94104	<p>Patron States: This happened on the 5L-Outbound. Im deaf and I work with 3 disabled clients one is in a wheelchair and the other 2 are not. The bus arrived and the client in the wheelchair went to the front of the doors and the other 2 clients when to the doors in the middle of the bus. I told the client in the wheel chair to go to the front to board and I walked and escorted the other 2 to the middle doors to board. I entered and told the 2 clients to sit down because I thought there might be a problem. I looked over and seen that the bus driver closed the doors on the client in the wheelchair and the client was stuck outside. So I ran all the way to the front of the bus to the driver and I tried to open the doors manually with my hands. I ended up pulling the doors open and the client in the wheelchair was sitting there and I asked the client what had happened and the client said that the driver would not lower the lifts so that he could board with his wheelchair. So I looked to the bus driver and I asked what happened and told her that she closed the doors. She started screaming at me and her facial expressions where really rude. I am deaf so I was trying to read her lips and she said, "tell your client to get on another bus" my jaw was on the floor I couldnt believe it. I told her no that she needed to lower the lifts and she was screaming at me and told me to get off her bus. She had a really bad attitude and she was rolling her head around on her neck when she was yelling at me. I am stubborn and I refused to get off her bus because I had 2 other clients sitting on the bus already in the middle of the bus and she to me that I needed to get them off the bus too. I gestured for them to come to me and they came and we got off the bus and she closed the doors on me. There was another staff member there on the bus who witnessed this incident. I am deaf and I would prefer to be contacted by email.</p>
450760	3/20/2014	18 46TH AVENUE	HIGUERA AVE LAKE MERCED BLVD SAN FRANCISCO 94132	<p>Patron states " I pulled the cord on Brotherhood way and it didnt work. So I said to the driver "stop right here you are passing my stop" He said the bell didnt ring, you get off when I pull over on Font." I can help that the the bell didnt ring. Then he started cussing and yelling at me. The only reason he pulled over at Font is because there were 6 other people who pulled the bell to get off. Im handicapped. I have a cane and have to sit up in the front of the bus. When I got off in the front he said "get off my bus and have a nice day." That was a sarcastic remark. The drivers need to be more courteous with the passengers, especially when they are handicapped. I live in Park Merced and now I have to walk 8 blocks compared to 2 blocks. "</p>
450763	3/20/2014	27 BRYANT	TAYLOR ST OFARRELL ST SAN FRANCISCO 94102	<p>PATRON STATES: DRIVER DID NOT PULL UP TO THE STOP PROPERLY TO BE ABLE TO ENGAGE THE HANDICAPPED RAMP. I HAD TO LIFT MY WALKER UP AND ONTO THE BUS, TAKE A STEP UP WHICH I AM NOT TO BE DOING. HE DIDNT PULL UP CORRECTLY . THERE WAS A CRUSH OF PEOPLE BEHIND ME BUT I HAD TO GET ONTO THE BUS. I AM ON THE MAAC COMMITTEE AND WE DEAL WITH ACCESS ISSUES WITH SENIORS AND DISABLED."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450772	3/20/2014	45 UNION/STOCKTON	1ST STOP AFTER MARKET SAN FRANCISCO 94108	PATRON STATES: "This was at the first stop after Market. My mom fell and fractured her back bone and has a hard time walking. So I sat with her at the bus stop. The bus came. It didnt stop directly in front of us but thats ok. I told my mom to get up because we would have to walk to the door. We got up and walked to the door but the driver closed the door. So we had to go to the back door. That back door is a lot higher that the front door. My mother also has demencia. As soon as we got onto the bus the driver took off before we had a chance to find a seat in the senior seating and we almost fell on the bus. At the time when we boarded the bus I was assisting my mom but when he took off I almost fell and yelled to the driver to stop. He responded in English but I dont speak english so I dont understand what he meant. I was really really angry about this. My mom has dementia and I dont like how they treat us. Many Asian people told me to file a complaint. One person was very kind and even took a picture of my mom. I dont know how to use the camera on my phone so that person took a picture of my mom and I dont know what else. I dont know if they took a picture of the driver. I want to put it this way. I do not want this or any driver to treat any person with disabilities this way. Anyone that would have witness this would have been very angry. "
450774	3/20/2014	43 MASONIC	COLE AND HAIGHT	patron," the bus stopped, i am physically disabled, someone was getting off and then I looked to see if anyone was getting off. and I asked him. Can you lower the stairs?, and he said ," I can read your mind. and started yelling at me,I said excuse me, if you cant do your job properly then do something else for a living . He did lower the stairs but was rude to me.
450778	3/20/2014	8X BAYSHORE EXPRESS	5TH ST MARKET ST SAN FRANCISCO 94102	patron stated, I was trying to get onto the bus and the driver told me to get on the back, I told the driver I had to get on the front because I have a cart and a service animal and the driver would not let me on and he drove away. Also the next bus would not stop either , he wazx an Asian male driver."
450800	3/20/2014	8X BAYSHORE EXPRESS	5TH ST MARKET ST SAN FRANCISCO 94102	The ADA patron states: At approximately 7:43PM tonight the bus did not stop in the regular stop on N.5th St at Market. This left a group of patrons waiting and I am temporarily disabled and cannot run. The bus did not even come down the proper route, the bus was heading east on Market and turned on 5th. This is not even the proper route. The patron requests a call back regarding this issue best time is 10AM - 6PM.
450810	3/21/2014	19 POLK	7TH ST HARRISON ST SAN FRANCISCO 94103	Patron stated: "I am in a wheelchair, and when the bus stopped, the operator let all the patrons on. When it came to my turn to board, the operator said that there was no room and refused to let me board. There was room on the bus."

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450823	3/21/2014	28 19TH AVENUE	BOARDED @ LOMBARD & FILLMORE	RUN # 631- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY DVAS [NO] B) IF ANNOUNCEMENTS MADE BY OPERATOR , DID HE /SHE USE THE PA SYSTEM [NO] WAS THE DVAS ACCURATE [NO], WAS THE DVAS AUDIBLE [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT [NO], WAS THE EXTERNAL ANNOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL [NO]. DVAS ONLY SHOW TIME; ANNOUNCE NOTHING. OP CALLED ALL REQUIRED STOPS-WITHOUT MICROPHONE, SO, NOT AUDIBLE THROUGHOUT BUS.
450824	3/21/2014	J-N CHURCH/JU DAH	BOARDED @ JUDAH & 19TH AVE	RUN # 085 OR 089- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS 4) DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY [SENIOR] OP. ALLOWED 3 SLACKER-YUPPIES TO SIT IN FRONT SEATS WHILE 3 SENIORS HAD TO STAND.
450830	3/21/2014	23 MONTEREY	GRIFFITH ST OAKDALE AVE SAN FRANCISCO 94124	Patron states "Im disabled and I tried to pay a dollar when I got on the bus. I was locked out of my house so I didnt have my purse or cane that shows all my proof that I am on SSI. The driver stopped the bus and told me "Shut up" told me to get off the bus. She saw a police car and blew her horn to get the officer to come & made up some type of story taht I didnt want to pay my fare."
450832	3/21/2014	38R GEARY RAPID	25TH AVE GEARY BLVD SAN FRANCISCO 94121	Patron states I boarded the bus at 19th Ave at Geary.I sat in the senior seats.I am a disabled veteran.There were other seniors older than me getting on.I gave up my seat to the senior.I was standing behind the yellow line holding onto the pole railing behind the driver.He stops the bus at 27th Ave.He stands up and looks to me and says Im only going to 33rd Ave you either have to sit down or get off the bus.I told him Im not sitting down or getting off the bus.I dont better do anything.I refused to sit down.I coming from work I was cramping up I did not want to sit down.I was only going up the street to 33rd Ave.The driver called central.He says "I have a passenger who refuses to sit down".They inform him to tell the passenger to sit down and or find a safe place to pull over and call the police.The police arrived they id me the Muni supervisor came and question me.They did not cite me they could not find what the problem was.I wanted to get back on the bus so the driver could take me to my stop.I did not do anything wrong.The driver wasted an hour of my time.I would like a hearing regarding this.I did not break the law I was not drunk or anything.
450834	3/21/2014	F MARKET & WHARVES	BOARDED @ MARKET & CHURCH	RUN # 55- ANNOUNCEMENTS-MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO] 4) DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY: [SENIOR]
450841	3/21/2014	31 BALBOA	TURK ST LEAVENWORTH ST SAN FRANCISCO 94102	Disabled patron stated somehow while on the lift getting off the bus one of the wheel of her walker broke after the patron landed on the sidewalk and the lift lifted up and the left the stop patron realized the wheel broken patron couldnt tell how the wheel broke.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
450855	3/21/2014	9 SAN BRUNO	MARKET ST LARKIN ST SAN FRANCISCO 94102	PARTON STATES: " I WAS WAITING FOR THE 9 LIMITED AND I KNOW THAT IT STOPS HERE BUT THE DRIVER JUST DRIVE RIGHT PAST ME. HE SAW ME AND MADE AND HAND SIGNAL AS IF HE DIDNT SEE ME AT FIRST. I AM CURRENTLY ON THE REGULAR 9 AND THAT BUS IS IN FRONT OF US. HIS BUS ISNT EVEN FULL AT ALL.I AM ALSO IN A WHEELCHAIR."
450926	3/23/2014	54 FELTON	3RD ST PALOU AVE SAN FRANCISCO 94124	The patron states: I am a senior. I was sitting in the shelter. The bus driver came to the stop in the incorrect palce, where the 24 should be and then did not stop in the correct place for the 54. I was not able to get to the bus in time before it left. This driver is very snotty.
450965	3/24/2014	22 FILLMORE	16TH ST POTRERO AVE SAN FRANCISCO 94103	Patron states: Yes, I want Muni to respond to me on this complaint. I want whats being done to this operator! The inbound #22 that we took from Connecticut/16th had to end at 16th/Potrero as last stop due to mechanical issue, so everybody has to get off , ran and catch the bus across the street to continue. I am on a cane and travelling with a 4yr old girl. Theres another lady on cane too. As were hobbling our way towards that bus and got to the front door, operator said You should have ran your ass off, my door is open! Then he closed door and took off leaving us behind to wait for another bus! His vehicle no. is 5420. Thank you.
450976	3/24/2014	44 O'SHAUGHN ESSY	PHELPHS AND PALOU	The caller states that she was waiting on the 44 and the driver came around the corner and the driver was just looking at me like Im carzy and The driver said do you want something and I said Im waiting on the lift, Im standinmg here with a cane,the driver said I should of said something and I said Im standing her with a cane I shouldnt have to say andthing and the driver said that doesnt mean anything, When I got off the bus the driver just smirk at me and said your ridiculous
450981	3/24/2014	56 RUTLAND	356 WILDE AVE SAN FRANCISCO 94134	patron states that the 56 bus is always speeding past this stop. They are really speeding here and there are schools here. Then when ever patron is waiting at this stop the bus tries to speed right past her. She is disabled and it is rediculas to have to get out in the middle of the street to get the bus to stop for her. Then when she is on the bus and trying to exit the drivers always tell her that 356 Wilde is not a stop when infact it is. The drivers say they dont normally pick up of drop off at the stop for 356 Wilde.
450985	3/24/2014	19 POLK	7TH ST MISSION ST SAN FRANCISCO 94103	Disabled patron stated when I boarded patron asked the operator wait till I sit down the operator said I can drive any time after you pass the yellow line patron sat down then when patron wanted to get off the bus patron told the operator that shes talking to MUNI the operator rudely to patron you talk to everybody very mean operator.
450995	3/24/2014	19 POLK	BEACH ST POLK ST SAN FRANCISCO 94109	Patron states "he had a very pissy attitude; he made 8 people wait outside the bus in order for him to get ready including 2 people who were disabled. When we got on the bus the driver that was relieving this driver was sitting his big fat butt in the disabled seating which is a violation of the ADA laws. Also, the driver was very rude, irrespctive, and unprofessional, if he is going to have a bad day he should have keep this ass at home."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451002	3/24/2014	48 QUINTARA/2 4TH STREET	24TH & MISSION BUS STOP	<p>i have just witnessed the most brutally inhumane incident involving a muni driver i have seen since i started taking muni in 1980.</p> <p>i do not know the driver name or bus number.</p> <p>bus stopped, about a buslength behind the usual spot.</p> <p>driver opened door second time to let me and about 5 other people who had also not noticed it was a 48 bus.</p> <p>door shut.</p> <p>i looked out the window & saw a blind man about 6 feet from the rear door of the bus. i glanced out the window & saw a blind man with a cane. he is a regular 48 rider. i have chatted with him on a number of occasions; his name is jerry. he had figured out where the door was.</p> <p>i told the driver "listen, theres a blind man who wants to get on the bus. please open the back door for him."</p> <p>driver said "no, he can take the next bus."</p> <p>i said "listen, hes blind; for gods sake have some compassion and let him on."</p> <p>driver said "ive already missed a light, he can take the next bus."</p> <p>i raised my voice and repeated my plea.</p> <p>driver repeated about missing another light, i said the passengers wont mind waiting another two minutes for a blind person, and he drove off, muttering.</p> <p>i will admit to yelling at the driver when i got off at 24th & castro</p>
451014	3/24/2014	49 VAN NESS/MISSI ON	GEARY AND VAN NESS	<p>Patron stated "I was at Geary and Van Ness waiting for the 49. On the way to my chiropractor. The bus stopped to pick up people and he slammed the front door and he motioned for me to move to the back. I said to him very loud and hit on the door to get attention. Hes looking at me like I dont exist and telling me that he wouldnt open the door. I yelled that Im a disable senior and youre going to open the door or I will report you. He could have made some of the people who were standing in the front move back to one of the teenagers sitting in the front move back. He finally opened the door when he heard me say that i would report him. He didnt know how to manage the passengers. I told him you didnt try to tell these people to get out of the seats, the point is he wasnt even doing his job, which is to tell the passengers to move to the back for disable seniors. They act like theyre driving cattle instead of human beings. They are inhumane who have no conscience. Its not fair to have someone snub you when you were trying to get on the bus I was very aggressive because it causes me excruciating pain when I have to stand for long periods of time and I would have missed my appointment if I had to wait for another 15 minutes for the next bus."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451018	3/24/2014	8X BAYSHORE EXPRESS	PHELAN AVE OCEAN AVE SAN FRANCISCO 94112	<p>ADA patron states, my friend and i were coming out of class and we were going to wait for a k and we saw two trains go by already. I am disabled and my friend is blind. While we were standing on the curb a 49 bus pulls up and opens its doors in front of us. I asked the driver, who was very nice I might add, how can we get to mission and 3rd street. The driver said, that we should take the 8x bus. So we got off and waited for the 8x. When the 8x pulled up the other people got on the bus. Before we got on the bus we wanted to verify that the bus went by 3rd and Mission street. I asked the driver and the driver said with an attitude, "No! I dont go there!" I asked the driver where is your last stop. The driver replies, "Right here! This is my last stop!" I then asked the driver, "Well, if we get on the bus and you continue driving then where is your final destination? The driver says, Fishermans Wharf. I then asked the driver, "Well, then do you cross market at some point. The driver said, Yes. I then said, "Where do you cross?" The driver said, At 3rd and Market. So you do go by, pass, or near 3rd and Mission. The driver said, Im closing the doors, either get on or stand back. I told the driver hold on were getting on and we got on the bus. The driver was just giving us dirty looks, i then went up to the driver and didnt say anything I just got her badge number. When the you driver got to balboa park station my friend said, are we at Balboa Park Bart Station right now? I told my friend, yes. My friend then asked the driver how long will it take to get to Mission and 3rd Street? The driver replies, "An hour!" So, we just got off the bus at Balboa Station and ended up taking the BART. We left feeling humiliated and degraded by the driver.</p>
451020	3/24/2014	8X BAYSHORE EXPRESS	OCEAN AVE LEE AVE SAN FRANCISCO 94112	<p>The ADA Patron stated: "Im blind and the man I was with has a disability. We were both at City College and he takes notes for me in a Real Estate. We were going to catch a K street car and we missed it. So we got on the 49 and the operator said why dont you get off at the end of the line and take the 8X. So we got on it and transferred to the 8X. The operator for Coach 4216 was very rude. I asked if she went to third and mission and she said no. She said something about going to geary and was very rude. She said she went to market and I asked where she went up to market and she said third. She just didnt want to answer questions. My friend really needed her to lower the steps and she didnt."</p>
451026	3/25/2014	25 TREASURE ISLAND	AVE B AND 9TH ON TREASURE ISLAND	<p>ADA Patron states " I was waiting for the at AVE B and 9th, I am in an ambulatory device and the driver let about 15 people on before me and then told me the bus was full." Im gonna be late for my doctors appointment now." " I want to complain about this is handled in general, not necessarily against this particular driver." "People need to do the right thing." This happens to me all the time with the bus."</p>
451041	3/25/2014	7 HAIGHT/NOR IEGA	22ND AVE IRVING ST SAN FRANCISCO 94122	<p>The patron stated, "When the wheelchair ramps are wet due to rain its nearly impossible to get on. There isnt enough traction on the ramp and you have to really rev the motor on the electric wheelchair to board." 311 CSR asked if this appears to be a problem with this particular ramp on this vehicle, or in general when the ramps are wet. The patron stated, "This is on all the vehicles when theyre wet."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451047	3/25/2014	9 SAN BRUNO	21ST AND POTEREO	patron, stated," when she picked me up at 21th and potereo it was raining, at first she said she wouldnt let me on the bus, she made me apologize to her for an incident that happened before,(which i dont remember) it was raining and i was in my wheel chair. , I really think she has a problem with white people, another person was getting on the back of the bus, she made her come up the front of the bus gave her a transfer and made her get off the bus. and this was a white person. It may not be that issued but it seems that way."
451059	3/25/2014	5 FULTON	POLK AND MCALLISTER	They keep running off and leaving us at stops. Im handicapped and cant get there fast enough. They drive right by me. Me and my serviice animal are out here right and its cold. The drivers are usually Asian drivers most of the time. They went way too fast for my sight. Im on vehicle 8721 right now...its one of the buses ahead of this one. Im sure Central Control and figure it out. We are at Larkin now. Im getting off that bus now and going to the 19. They look at us, right in the face of me. Im handicapped with my cart and they just drive off because they can. They know they can get away with it.
451095	3/26/2014	67 BERNAL HEIGHTS	989 ELLSWORTH ST	PATRON STATES THAT 2 POP OFFICER(#41 AND #85) WERE STANDING AT THE DOORS OF THE BUS PATRON ENTERED THE BUS GETTING READY TO PAY HIS FARE, PATRON STATES THAT THE POP OFFICERS WERE TELLING PATRONS THAT THEY NEEDED TO PAY EITHER .75 OR 2.00, PATRON STATES THAT HE TOLD THE POP OFFICER THAT HE IS DISABLED, POP OFFICER ASKED PATRON FOR DISABLED CARD, PATRON STATES THAT HE TOLD POP OFFICER THAT HE DID NOT HAVE HIS CARD WITH HIM IT WAS AT HOME, THE POP OFFICER STATED TO PATRON YOU HAVE TO PAY \$2.00, PATRON STATES THE FEELS HARASSED, THREATED AND TALKED TO IN A DISREPECTFUL MANNER, CALLER STATES HE WANTS TO KNOW WHY MUNI ALLOWS THIS TO HAPPEN, PATRON STATES HE HAS HEART PROBLEMS AND FEELS AS THOUGH THAT HE HAS BEEN DENIED SERVICES. PATRON STATES THAT PATRONS ARE NOT PROVIDED ADA ACCOMODATIONS ON MUNI.
451139	3/26/2014	47 VAN NESS	6TH STREET AND HARRISON STREET	I would like a hearing date on what the supper attended muni supervisor can do to punish the driver or suspending the driver or firing the driver from muni. --- I'm complaining a black lady Muni Diver with bus number 8713 on the 47 line towards fisherman's warph at 6th & Harrison street at 4:27pm March 14th 2014 lets other people on the bus and refused to load a wheelchair passenger needing the bus as she smiles at me and drove off leaving me waiting 20 minutes for the next bus as i was late getting to the MTA office and was close by the time i got to the MTA office.
451143	3/26/2014	21 HAYES	HAYES ST CENTRAL AVE SAN FRANCISCO 94117	Patron said, "Me and my sister are disabled and we got on on the bus and I told the driver we needed to get off at Lyon. Then someone else had pulled the cord but the driver still did not stop. I had to yell at him to stop. He did not stop until the next stop at Central. So we had to walk a block back. He did not say he was sorry or nothing. He should not have done that. He saw that me and my sister are disabled."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451156	3/26/2014	49 VAN NESS/MISSION	MARKET AT VAN NESS	per caller, "driver makes everyone get on the back of the bus due to loading a wheelchair and handicapped. I am handicapped with a card and the driver never took folks in those seats to move, young female with a baby, younger adults that should not be there... the driver never paid attention, just allowed them to sit there while there were seniors and handicapped passengers forced to stand."
451164	3/26/2014	9 SAN BRUNO	SAN BRUNO AVE PAUL AVE SAN FRANCISCO 94134	The patron states: There was a young girl in a wheel chair. It was not clear if she was disabled. She did appear to have a broken foot. The driver did not request that the other patrons in the ADA section get up. Because of that the wheel chair user was holding up the bus delaying all of the other passengers. It was not apparent if this should have been happening but the driver should have at least tried to clear the section. The patron was also frustrating.
451230	3/27/2014	19 POLK	HYDE ST MARKET ST SAN FRANCISCO 94102	Patron states "Im sitting for the bus for about 8 minutes, Im in a wheelchair, he stopped way down there in the middle of the block about 20yds and the people that waited at the stop walked to the bus & got on, but Im in a wheelchair, then when the bus came closer, I waved at him, but he kept on going, it wasnt full. If the bus already have 2 wheelchairs on the bus, then they usually stop and tell me that they already have 2 wheelchairs on there. I dont know why he didnt stop, he let other people on before he got to the stop."
451241	3/27/2014	31 BALBOA	Turk	Patron States "I was on the 31 coming home, 5521 & it just stopped at Turk & Leavenworth about 5 minutes ago, she was driving very recklessly, slamming on the gas, zig zagging in & out of traffic, slamming on the brakes. There was one time where she slammed on the brakes where it made people on the bus fall. I have a disability and usually the driver will lower the bus when I get off and she didnt do that, I also noticed she didnt do that for the elderly either. There was no point in trying to go fast while in downtown, cuz everyone is stuck in traffic. The stops arent that far apart, only a block apart, it didnt make sense to slam on the gas to full speed then step on the brakes."
451260	3/27/2014	K-T-L-M-S (Misc Unsorted)	SAN JOSE AND OCEAN	Patron stated, that "I got off the J/Church at Ocean and San Jose. The driver told me to go over to the garage to board the K/Ingleside. I went over to where the opening is and the K/Ingleside driver was suppose to make a complete stop. The K/Ingleside driver didnt stop. I ran up to the check point and she still didnt let me on. She told me through the doors "This isnt a stop". I said to her "I was at the garage and you did not let me on". I am disabled and I ran close to a half mile to catch up to this bus. When she passed me up at the garage, she had a second opportunity to let me on at the check point. I was actually running up Ocean in the middle of the Avenue to get on the bus when she stopped at the checkpoint. The driver never opened the doors."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451262	3/28/2014	Not Specified	POWELL AND STOCKTON	ADA Patron stated, that "Im not sure if it was a Powell/Mason or Powell/Hyde cable car but the vehicle number was "15".About a block before my stop, I told the ticket taker in the rear that I wanted to get off at Powell and Stockton. The ticket taker was an Asian male about 61yrs old,5ft-7in tall, dark complexion and clean shaven. I got up to get off the cable car and the driver was still moving and did not give me time to get off of the cable car safely. I grabbed for my stuff. In grabbing for my stuff the cable car grabbed me for about a foot and a half and I fell to the ground and my walker and my laptop fell on top of me. I was screaming in pain for an ambulance to take me to the hospital. The response of the ticket taker was "Oh, just get up and walk away". A Police officer came and made a report. But the ticket taker kept telling me "Youre good, youre good, get up and walk away."
451306	3/28/2014	14 MISSION	BOARDED @ MISSION & 24TH STS	RUN # 382- ANNOUNCEMENTS MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
451307	3/28/2014	14 MISSION	BOARDED @ MISSION & 9TH STS.	RUN # 404- ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]
451311	3/28/2014	22 FILLMORE	BOARDED @ UNION & FILLMORE	RUN # 353- ANNOUNCEMENTS- MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO] BY DVAS [NO] WAS THE DVAS ACCURATE [NO], WAS THE DVAS AUDIBLE [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT [NO] DVAS NOT SHOW OR CALL ANY STOPS . OP. CALLED NONE.
451314	3/28/2014	9 SAN BRUNO	SAN BRUNO AVE DWIGHT ST SAN FRANCISCO 94134	Patron stated"I was waiting for the bus and he open the door and he seen the wheelchair and he closed the door and my daughter ran to the door and he open the door for her, she said can you put the thing down for my dad and he said that he dont have any room for the wheelchair and he closed the door and the light was still red and he sat there with the door closed, it was kids sitting in the wheelchair spot".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451323	3/28/2014	Not Specified	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	<p>Patron states: I went inside the Van Ness Station on the north side. A station agent was sitting in the booth eating her Popeye chicken. She was so into her chickne that she ignored me. I finally got her attention and I told her I put 75cents into the machine for a ticket but the machines didnt give me a ticket. There was a man next to machine gave me a 1800 phone number to call to claim my coins. He also told me to go to this agent to get a one time yellow paper fare to ride the bus. This agent asked why I put in 75cents. I told her I am someone with disability. She told me that I need to pay my fare with a disability card. I told her I dont have a disability card. She then begin saying that I was lying asking me for proof. I showed her my court paperwork. I was holding my court document while talking to her. She said "dont touch the counter with your paperwork. You gotta move." I told her I cant move because I have to talk to you. I asked her if she could come out and talk to me. She said she doesnt have time for me. I asked for her name. She told me her name was 5050.</p> <p>I went back to the guy who was working on the machine and told him what happened. He told me to go to another station agent on the other side and see if she can help me. I approached the 2nd station agent. She was very helpful. She was able to give me the one time fare. I also asked this agent for the first agents name if really was 5050. She verified that her number is 5050.</p>
451324	3/28/2014	38R GEARY RAPID	GEARY	<p>Due to construction on Market St, bus did not make stops along market. When I notified driver that people are waiting on bus stops along market and need to be notified (I suggested to call it in on the radio) he indicated he couldnt do anything. I wonder what is the radio they carry for? Several people were there waiting for several minutes and not notified that the bus was never going to pass along those stops. What a shame!!!!</p>
451356	3/29/2014	1 CALIFORNIA	CALIFORNIA ST SPRUCE ST SAN FRANCISCO 94118	<p>Patron stated, "I got on with my service dog and the driver asked twice if the dog was a service dog and I said yes twice. The driver asked for the tags it is required by law, and I said no its not required it illegal to even ask that, I kept walking back to my seating area and the driver gave me a dirty look."</p>
451358	3/29/2014	K-T-L-M-S (Misc Unsorted)	SAN JOSE AVE LAKEVIEW AVE SAN FRANCISCO 94112	<p>patron stated, "It was raining, I was looking in my backpack for change for my friend. I went to zip up my back pack and the doors closed of the bus. my friend asked the driver to open the door for my friend. I thought I swipped my disabled card and the driver said you should get right on, I said that I was trying to get on with my friend I thought it was rude of you to attempt to close the door and leave me in the rain. The driver muttered something under his breath and he repeated back to me." O So you think that I am rude and insensitive," and I said yes and the driver said you either pay or you get off. I said I did swipe it already and the driver said do it again, The driver said The register said that I had not swiped my card and that I was trying to get on and not pay. The driver followed up and picked up the phone and called to complain about a fare chaser attempting to get on the bus and not wanting to pay. I started to cry at the nwxt stop becasue I am a severly disabled man and I have heart disease and I was appalled and humiliated that he asked me to get off at the next stop in the rain."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451363	3/29/2014	29 SUNSET		ADA patron stated "I am a 40 year old man who has had hip surgery and although I do not look disabled but this driver treated me unfairly. He assumed that I faked my issue and I was holding a cane as a prop for a discount fare. He actually would not produce a transfer as he thought I was faking my injury. I had to pay a full \$2 in order to get a transfer. I thought this was unfair for the way he acted. He must be more sensitive to other people
451372	3/30/2014	31 BALBOA	MASONIC AND TURK	Patron states "I just hopped off the 43 and the 31 was approaching. I waved to the bus and ran towards it in plenty of time to make it. The driver (I didnt see if ts was a male or female but the bus number was 5520) slowed down as if to let me on then just left me. I just made a simillar Muni complaint and wonder why these drivers act like this. Im disabled and request an in person hearing."
451376	3/30/2014	35 EUREKA	24TH ST AND DIAMOND	PATRON STATES THAT THE RAMP IS NOT LOWERED TO THE CURB, PATRON STATES THIS IS A SAFETY ISSUE, PATRON STATES THAT THE DRIVER IS TOO LAZY TO LET THE WHEELCHAIR RAMP DOWN PROPERLY, PATRON STATES THAT OTHER DRIVERS GOES OVER THE CUT CURB, PATRON STATES THIS IS THE ONLY DRIVER THAT OPERATES THE LIFT THIS WAY I DONT KNOW WHAT HIS ISSUE IS. PATRON STATES THAT HIS IS NOT SURE OF THE VEHICLE # COULD BE 85105 ? OR 8519 HE IS NOT SURE. THIS IS THE 2ND COMPLAINT THAT HAS BEEN FILED IN REGARDS TO THIS ISSUE.
451386	3/30/2014	19 POLK	AQUATIC PARK	ADA Patron stated that I would like to report this incident that happened on March 28th 2014 at approximately between 330 and 4 o clock in the afternoon. I was mistreated, insulted, humiliated, denegrated in front of all the passengers and I was also threatened and I was subjected to racial remarks. As I said I am disabled from upper to lower extremities and I have to depend on a walker with 4 wheels and brakes in order to balance and to walk in order to move around. As I waited on the bus stop at the Aquatic Park the Muni driver or operator yelled at me and asked me if I needed to have the platform down and I said yes and he started by making remarks and yelling and screaming at me saying that he didnt mind he didnt mind to lift the platform to help a person with a REAL wheelchair but that he did mind lifting the platform for someone who only walks with a walker and kept on going in a very aggressive way making remarks in front of other passengers . There was a point where I told him to stop yelling at me and he said you cannot say anything to me and if you say anything to me speak with clear English . I told him that I am disabled and he is not supposed to speak to me like that but he didnt care and kept on saying all kinds of horrible things to my person and as a human person I do not deserve to be treated like this by anybody. I dont know who the driver is. I dont know anybody in his family and I dont owe him any money in order to be treated in this miserable way . I felt disoriented, scared and threatened. I hope that this incident is filmed by the cameras that the Muni has inside the bus because that will be the solid evidence for me when I get to present this complaint to the management and Labor Relations of the SF Municipal Transportation.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451399	3/31/2014	27 BRYANT	FIFTH STREET	The driver was rude to an onboarding individual in a wheelchair. The wheelchair was locked into position, and the individual had difficulty fastening the belt. The driver made no attempt to assist, and slammed her drivers door hard, several times, to show her frustration. I witnessed this less than five feet away, as I was up front, due to my own disability. She was unsympathetic and unfriendly. Another passenger that boarded on Leavenworth, asked why the delay, the driver responded with attitude, "cuz Im late". Youd have to ask HER why that was. This happens often with the 27 Bryant. This driver is seriously lacking in the people skills dept.
451413	3/31/2014	14 MISSION	1235 MISSION ST SAN FRANCISCO 94103	Motorist stated: I got out of my car to go into the building. As the motorist opened his door and then got out of the car the bus sped right by him and almost hit the motorist and almost hit the motorists door - the motorist is disabled and moves very slowly. Motorist stated that the bus driver was speeding trying to make the light - the light was yellow and he wanted to make the light that is why speeding.
451428	3/31/2014	19 POLK	25TH ST CONNECTICUT ST SAN FRANCISCO 94107	Paton states: Yes, I want Muni to respond to me on this incident. I just got off the outbound #19 (vehicle no. TBA) at 25th/Connecticut 2mins. Operator did not pull bus all the way up to the curb and theres not enough space for my scooter to turn from the lift, so my scooter flipped and turned over. I fell down and the people from the bus were nice enough to help me pick up my sweater and other stuff. I am hurt! I dont need any more injuries aside from my breast! Muni operator needs to learn how to pull to the curb for wheelchair/scooter riders to get on/off the bus safely with enough space!! Thank you.
451435	3/31/2014	K-T-L-M-S (Misc Unsorted)	3RD ST GILMAN AVE SAN FRANCISCO 94124	Patron states "Im trying to get on the T train, the guy, I got my hand in the door and my umbrella, he closes the door on my hand and my umbrella, he got my umbrella. If I didnt let go, I would have been dragged along. How alert is this driver if hes taking my umbrella. I was trying to get on the 2nd train. There was a guy on the platform towards the front. He helped me yell at the driver in the front but the bus driver kept on going. Im disabled, I have an oxygen tank with me. How did he not see me? I weigh about 275lbs, how did he not see me thru the mirror? I am a disabled vet. I ended up taking the next T train which is number 1512. I want to get my umbrella back or compensated for my umbrella."
451448	3/31/2014	41 UNION	ON BOARD	per caller this driver allowed too many passenger on the bus - and this disabled woman had her foot stomped on... caller is stating her foot is in pain. Caller did have cane, and the person that did this never acknowledged. The driver never said anything when this caller yelled out.
451449	3/31/2014	5 FULTON	MARKET ST POWELL ST SAN FRANCISCO 94102	This was on a 5L. Patron states: The driver refused to open the front door and I had to squeeze in the rear. I showed my RTC card to the driver in the front through the window and he still wouldnt open the door. I am disabled and you cannot tell because I have nerve damage and it really was difficult for me and painful to get on the rear. I repeatedly had to say to people that I was disabled and finally someone let me sit but that was why I was trying to get in the front door.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451451	3/31/2014	5 FULTON	MCALLISTER ST GOUGH ST SAN FRANCISCO 94102	Patron States "Im handicap and he would not let me ride. I asked him for a courtesy ride and he said no cuz he offered one to me earlier. Earlier he didnt offer me one cuz I had fare, but now I dont."
451479	4/1/2014	Not Specified	NA	The caller states, "When it rains its difficult for wheelchair users to board the new busses. The wheels spin when wet and cant turn. Im suggesting grips on the ramps."
451536	4/2/2014	Not Specified	26TH ST GUERRERO ST SAN FRANCISCO 94110	The patron is blind & cannot navigate the bus ramp at 26th & Guerrero because of the construction. He needs someone from the city to help him navigate or explain to the workers to help him cross
451540	4/2/2014	9 SAN BRUNO	POTRERO AVE 15TH ST SAN FRANCISCO 94103	Wheelchair patron stated "I was waiting for the 9 San Bruno bus at Potrero & 15th Street the operator was in fast lane and pointed to patron to take the bus behind her which happened to be 9L limited patron had to wait 25 minutes before the 9 bus coach # 8639 patron get off at Market & 9th Street patrons transfer had expired and had to pay again."
451551	4/2/2014	25 TREASURE ISLAND	AVENUE B	Driver told me to give up my seat, I showed him my RTC card and told him I am a veteran and my back legs and neck are messed up and he said , "Shut your ass up! Aint nothing wrong with you!" It is a complete disregard and disrespect of my rights as a person with disabilities. It is unacceptable behavior and really should not be tolerated.
451561	4/2/2014	38 GEARY	GEARY BLVD LAGUNA ST SAN FRANCISCO 94115	The patron states: These two disabled seniors mispalced thier transfers. They had one that was a little off time. The inspector put them off the bus. I think that the officers should be a little bit more considerate. Look at the people that you are working with. These were two seniors, one with a cane. I just feel that this is not right. I was not the only one that was not happy about this.
451572	4/3/2014	K-T-L-M-S (Misc Unsorted)	OCEAN AVE DORADO TER SAN FRANCISCO 94112	patron states: "I have been out here since 11:24pm waiting on a K that hasnt showed. I am disabled and keeping folks waiting out here is discriminating. I want a hearing, I always catch the 11:44 train and it didnt show"
451600	4/3/2014	45 UNION/STOC KTON	UNION ST COLUMBUS AVE SAN FRANCISCO 94133	patron states, I was at the bus stop with my 90 year old mother, this bus pulled behind a 45 bus that was at the stop, the 30 was still in the street and wasnt in the bus zone so I assumed that it was going to pull to the curb when the other bus took off, but that didnt happen, when the 45 bus took off, the driver on the 30 took off right behind it without pulling into the bus zone to the curb, when we saw that he wasnt going to stop, we yelled out and also was waiving our hands for him to stop, because of this we had to wait for another bus, I dont know why some drivers treat the people who ride their busses so bad and are so mean spirited. This driver needs to be trained how to treat people like he would want to be treated.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451612	4/3/2014	14 MISSION	12TH ST MISSION ST SAN FRANCISCO 94103	Patron states, "An African American disabled passenger was trying to get on the bus. He has a cane, he cant walk properly. So I put my foot on the bus to hold the door open because this guy is coming, hes limping with a cane. The driver was mad at me for holding the door for the disabled passenger trying to board the bus. The back door was closed so he had to go to the front door and the driver was telling me he had to go. He started to abuse me on the bus, he said what is your problem here. He said he was going to stop the bus and get me off the bus, he threatened me. He should care for human beings."
451617	4/3/2014	49 VAN NESS/MISSION	DUBOCE AVE MISSION ST SAN FRANCISCO 94103	patron stated, "I am a disabled adult I have a service animal that is 21" tall she is quite small, I had her tag displayed, I showed the driver the tag and the driver asked if she had a muzzle, The driver said I can asked you that if I want to , Jesus, and she sais I can ask you anything I want about that dog, why are you waving that at me. I decided to just move on. I was attached verbally by the driver and I do not appreciate that."
451676	4/4/2014	7 HAIGHT/NOR IEGA	MARKET ST MONTGOMERY ST SAN FRANCISCO 94104	Patron states: 71OB came. I am disable with a service dog. I was standing in the middle of the stop island. I was walking up. Bus came and driver didnt even open the door. The driver just blasted off. I saw him stopped at the next red light at Market and Montgomery. I believe he could see me running after the bus in the street. I was almost towards the tail end of the bus. Sure enough he drove right past the intersection.
451729	4/5/2014	8X BAYSHORE EXPRESS	CALIFORNIA AND KEARNY	Patron states "I boarded the bus at Market and Kearny. I am disabled I had a disabled Id. I got on the bus and went to the back and sat down. The bus stopped at Sutter and Kearny When he pulled out I rung the bell. When we got to Bush and Kearny he did not stop the bus. He let me off at California and Kearny and I had to walk back and I am disabled. "
451748	4/6/2014	38 GEARY	OFARRELL ST POLK ST SAN FRANCISCO 94109	Patron states: Yes, I want Muni to respond to me on this complaint. I and other people were waiting at this bus stop. Operator let other people to board before me, then told me theres not enough room for my wheelchair! I am trying to go to church! Theres not even a wheelchair onboard and WHY DOES HE let other people boarded before a wheelchair customer? Thank you.
451760	4/6/2014	56 RUTLAND	GIRARD ST WILDE AVE SAN FRANCISCO 94134	Patron stated" It was suppose to come 6 after but it came 3 after, my son tried to run up and catch the bus but he could not catch it , the bus did not pause it just kept going".
451761	4/6/2014	14 MISSION	MISSION ST 8TH ST SAN FRANCISCO 94103	ADA patron stated that I waited here for about 45 minutes and when the bus got here he did not pull to the curb. He was still in the lane of traffic. He stopped. He picked up the able bodied people. He did not get out of his seat. He did not ask anybody to move to the beck of the coach which is a requirement and he told me that he couldnt take me and I told him that I looked in the back of the coach and he didnt respond. He ignored me. Closed the doors and took off. My vision is poor. He was a black male. Id say he was about 40 years old (PATRON WANTS A HEARING)

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451795	4/7/2014	45 UNION/STOCKTON	CHESTNUT ST VAN NESS AVE SAN FRANCISCO 94123	ADA Patron states, "It was utter chaos at Chestnut and Van Ness yesterday morning at half past 10. Im a 91yo disabled lady. I wanted to go to church. I always pick up the 30 at Chestnut and Van Ness to North Beach on Sunday at half past 10. I went down, lots of people there but no buses. 49 Van Ness and 47 Van Ness were terminating at Chestnut/Van Ness. Bus drivers didnt know what to do or where to go. They were picking up 1 corner, then at another corner. Im with a cane, I had to go to Van Ness and Lombard, she said she couldnt turn, she was given little instructions. It was absolute chaos, MUNI had a lot of time to plan for this. Nobody apologized or cared, the mayor doesnt care, supervisors dont care and MUNI doesnt care. The way you treat people, almost amounts to elder abuse. Some buses were turning around at Van Ness. They did not now what was going on, we could not get an answer. Plenty of people floating around, not a single MUNI person could give a clear concise answer or which corner the 49 or 47 bus could pick up. Another thing, there is no sufficient service on that leg of the 30 the Jefferson loop. Theres not a lot of buses on that part of the service. Thats one of the section thats used by tourists, they want to go to the bridge, the Palace of Fine Arts, and Crissy Fields. The 30 buses sit down at Northpoint and Van Ness. You say you want more tourists and more tourist but no one provides transportation for them."
451802	4/7/2014	54 FELTON	WOOLSEY ST BOWDOIN ST SAN FRANCISCO 94134	patron says " stop is do to be changed Woolsey & Bowdoing to University & Bacon. This would cause a hardship for me since im disabled, I would be stuck in my house when this happens. I have a walker and a cain and would not be able to make that hike-ADA"
451829	4/8/2014	27 BRYANT	JONES ST ELLIS ST SAN FRANCISCO 94102	patron says " driver pulled off before I could be seated. I went flying into the pole, from the 1st seat all the way back to the pole. knocking off my glasses { which are now broken } I have a bump under my right eye. I have a slight headache and can no longer read anything since i cant see with out my glasses. the driver acted like it was a joke, he smiled and laughed as he put his feet up after having everyone leave the bus. we waited about 30 minutes for an inspector and nobody ever showed up to take a report. now im not sure if the driver ever called it in. I feel the driver needs to replace my glasses !! ADA"
451866	4/9/2014	24 DIVISADERO	DIVIDSADERO & EDDY	Patron stated " There is a bus stop that stops in front of a driveway which is too steep. When the bus is on cable they cant always stop where it makes it safe for a person with a problem of walking. Right now the bus is not on cable until May. There are many people who have disabilities. Its hard trying to get up the drive way. There is nothing to grab of hold of. This is for the 24 line at Divisadero & Eddy going towards Haight. The stop is right in front of this very steep driveway. Can you please consider to move the bus stop to a safer place. Most of the drivers try not to stop there for me. When I request this the bus driver know what Im talking about and they help me by stopping at a safer location. They have many people on walkers, using cane and in wheel chairs. The better solution would be to have the stop in front of the Pearl Market. Thats where the bus drivers stop for me at my request. Please consider this change."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
451871	4/9/2014	29 SUNSET	N/A	patron stated that as she got on the bus she asked the driver to wait until she seat down, the driver told her that there was nothing she could do and took off driving , and as the driver took off the patron hit her left hip on the pole, there was a passenger at the first seat by the door and gave her the seat, patron stated that she is disabled but do not use a walker or cane, patron did not make medical assitance
451924	4/9/2014	22 FILLMORE	BOARDED @ 16TH ST. & CHURCH	RUN # 306- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO] WAS THE DVAS ACCURATE [NO], WAS THE DVAS AUDIBLE [NO], WSA THE ANNOUCEMENT VISUAL DISPLAY CORRECT [NO], WAS THE EXTERNAL ANNOUCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL [NO]
451927	4/9/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ HUDSON & INNES	RUN # 072- ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. OP CALLED NONE.
451929	4/9/2014	49 VAN NESS/MISSION	BOARDED @ MISSION & 26TH STS.	RUN # 393- DVS SKIPPED CALLING AND SHOWING SOME TRANSFER POINTS ON MISSION-BOSWORTH AND SILVER WAS THE DVAS ACCURATE [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT [NO].
451945	4/9/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS	patron stated, " that all elevators from civic to montgomery are out of order, so I have to get off the light rail and then get back on after I say that the elevators had a sign on them stating out of order. Then I had to ride my motorized chair from embarcadero to van ness. This is unacceptatble."
451962	4/9/2014	NX N EXPRESS	34TH AVE JUDAH ST SAN FRANCISCO 94122	Passenger stated, "Asked driver to kneel the bus & he had an attitude like I was putting him out. Do not understand why I have to ask & isnt the cane enough to let him know. Driver only kneel the bus 1/2 an inch. It only beeped twice & thats how I know it didnt kneel all the way down. This happens every single day would have to ask & most time they wont do it. Most of the time, they pretend they dont know English. Was told I was being a racist when asked another passenger at the disabled seat to let me sit there. Driver did not have a patch# on his sleeve but told me his id# 3116"
451969	4/9/2014	F MARKET & WHARVES	CHURCH ST MARKET ST SAN FRANCISCO 94114	The patron states: I am very frustrated with the way the Proof of Payment Officers are handling checking transfers. I am an older lady and I was exiting the bus and was not expecting to be stopped by the POP. Now, I understand and agree with checking but I had to use the restroom and feel like they should check on the bus. I was not expecting to have to stop and find my transfer and almost had an accident. This was very stressful.
452007	4/10/2014	47 VAN NESS	VAN NESS AVENUE	THE HANDICAP LEVER ON THE FIRST SEAT (THE HANDICAP SEAT) ON THE DRIVERS SIDE IS STUCK. PASSENGERS WERE UNABLE TO LOWER THE SEAT. THE SEAT WAS STUCK IN THE HANDICAP ACCESS POSITION. PLEASE FIX. THANKS.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452018	4/10/2014	38R GEARY RAPID	VAN NESS AND OFARRELL	Patron states: "I was on the corner of Van Ness and OFarrell, trying to catch an inbound 38L. Two were back to back. I asked the driver to get on the bus with the handicap lift and he said no, and to take the one behind it. He literally closed the door on me. I asked why he couldnt take me and he said he was running late, I said that is your problem not mine. Then the bus behind him had an African American female driver, who didnt stop and went right through the bus stop. So that means she passed myself and an elderly lady who was also trying to get on.
452021	4/10/2014	F MARKET & WHARVES	CHURCH ST MARKET ST SAN FRANCISCO 94114	"I was at 8th and Market and as I was boarding the F a patron was getting off. I started to board. The operator told me to wait until to wait until the patrons got off. I said the doors are wide enough for people getting off at the same time as someone getting on. He said no they werent. As I was getting off at Church and Market I told him 2 people can get get on and off. He said to me not as big as you are. Thats discrimination. Hes discriminating against me because of my weight. I told him you cant say that. He was about ready to say something and I said what did you say? I put my foot on the step and he told me to take if off. I complied, when he told me there was another passenger trying to board. I disembarked and he left. Im also disabled so can get on through the back or the front. MUNI can view the tape of what happened. I am requesting a video pull and a supervisor to respond at Church and Market"
452030	4/10/2014	38 GEARY	GEARY BLVD MASONIC AVE SAN FRANCISCO 94115	Per Muni patron. I want to report a driver who discriminated against a disabled person. I have the bus number...6247. I was waiting at the stop. She didnt pulled up to the curb. She pointed to back door. I assumed it was broken. I have a service dog and thats why I can do stairs and inclines. I went to back door. She never lowered the bus. I noticed the front door was open for everyone else. When I got off at Geary and 33rd, I asked her about it. And she said, There was no room for you or your dog. There were 2 seats. You have to accommodate disabled persons. She said, It was full. There were possibly nonADA people because they got up. I guess he could have a invisible disability, like me...but he looked about 16. There were two seats open. I dont know if she dislikes people with disabilities or dogs. I dont know how someone would do that. If I were to call a lawyer...not even opening the front door. So many drivers dont seem to know the rules. The City is supposed to be disability friendly. I call about once a week on this...its getting old.
452045	4/10/2014	47 VAN NESS	10TH ST FOLSOM ST SAN FRANCISCO 94103	Per Muni patron. Im a disabled veteran. The 47 at 10th and Folsom...he was behind the 9, he stopped behind it. I backed off and waived off the 9. Then I went to back of bus to waive down the 47. I yelled and he stopped 2 bus lengths from the 9. He opened the doors and I walked up so he could see me, I walked in the street. I have 4 or 5 bags. When I got to the rear end of the bus, he closed the doors and took off. I yelled, Hey, hey. He took off and didnt care. I am a disabled veteran and have my card and everything. I think he wore a cap...Im not sure, one that snaps in the front. It was the last bus that just left from this area. They are clever about that, they know to take off before you get anything.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452076	4/11/2014	Defunct		Patron states there is a new sign posted on the bus. The sign is on the seat next to the disabled/senior seat. That seat is locked. The sign reads: For safety reason these seats are unavailable. Please don't sit here. This is in three languages. I would like a call back from the department regarding this sign.
452094	4/11/2014	44 O'SHAUGHN ESSY	Silver Ave	Several elderly persons boarded the bus. It was obvious that they were frail, as they were walking slowly, with some difficulty boarding the bus. They also utilized canes. A mother & child were sitting in the priority seats as the elderly man was waiting in front of them to vacate. They did not. Instead, the elderly man stumbled about, trying to hold on.
452106	4/11/2014	27 BRYANT	5TH ST MARKET ST SAN FRANCISCO 94102	Patron states "This bus driver he look at me from head to toe trying to gauge me, to see if I'm disabled. Why doesn't he ask me for my ID. When I reach over to get the ticket, he dropped the ticket on the floor instead of giving it to my hand, is he trying to insult me? I paid my fare, fair and square, when it's black people, they don't even bother to ask, they don't care if they have a ticket or not. But since for me, I am Asian, they try to gauge us if we have a ticket or no ticket. I have an identification card that shows I'm disabled and I paid my fare."
452112	4/11/2014	8X BAYSHORE EXPRESS	SAN BRUNO AVE SILLIMAN ST SAN FRANCISCO 94134	Patrons states, "the bus stop seating was recently removed on San Bruno between Silver and Silliman st. We, the elderly and hundreds of people whom use the seats, need new seating please and overhead protection during the rain. We just need seating and overhead shelterold one was recently removed and not replaced. we need seating at this bus stop. the location is the bus stop for 8x, 9 and 9L located on san bruno ave bet silver and silliman st. for the bus going northon freeway side of st .
452136	4/12/2014	Not Specified	CALIFORNIA ST DRUMM ST SAN FRANCISCO 94111	Patron states I would like for somebody to call me and tell me why you guys lie about bus stops. We came from Alameda and trying to get to Union St. & Gough St. and on your web page SFMTA.COM it says to transfer from bart to a 41 at California St. & Drumm St. we get to California St. & Drumm St. and there is no bus stop there. I'm on a cane so that's why we planned this ahead of time, and I chose the least amount of walking, so apparently there is a construction zone there, and it has been there for awhile so that you guys can plan accordingly. So we walked two blocks to the next bus stop, not to mention find it on our own because you guys don't have enough manners to put a sign and say where it is.
452167	4/13/2014	38R GEARY RAPID	GEARY AND DIVISADERO	patron stated, "the 38 geary didn't stop, it passed by me, and I was waving and he didn't see me, he was speeding at least 40 miles in a 25 mile zone. I am disabled with my service dog and he left before my arrival time."
452168	4/13/2014	38 GEARY	GEARY BLVD DIVISADERO ST SAN FRANCISCO 94115	ADA patron states, I was waiting at the stop when the bus pulled up to the stop. The driver let passengers get off the bus and just as I was about to get on the bus the driver started to close the door. The driver looked at me and my service dog and then drove off.
452175	4/13/2014	45 UNION/STOC KTON	UNION & LEAVENWORTH ST.	The caller states, "I was @ the bus stop and flagged the operator, but the bus did not stop. I am 75 years old and handicap."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452186	4/13/2014	F MARKET & WHARVES	DON CHEE WAY THE EMBARCADERO SAN FRANCISCO 94111	ADA Patron stated that as we was approaching Don Chee Way me and my sister pulled the bell and the driver took us all the way up to the stop on Embarcadero. He didnt stop and I am handicap. I had to walk all the way back. We had to walk back to Steuart and Don Chee Way. I notify him that we pull the bell.
452287	4/15/2014	41 UNION	UNION ST LAGUNA ST SAN FRANCISCO 94123	Patron states, "A lot of these young techies will not get up for seniors and the disabled. When seniors or the disabled enter the middle of the bus theyre not given a seat. The current announcement says to please give up seats for handicap and seniors in the front. I want to have it changed so that it says for all areas on the bus. I did that this morning, gave up a seat but theres a couple of people who got on with a cane and the seats were taken up by all young techies. I want the announcement to say, "Please get up for seniors and disabled for all seats. There should also be more signs around so people get it and understand that the seniors dont have the same muscle capacity as these young folks."
452296	4/15/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ OCENA & EL DORADO WAY	RUN # N/A- DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY [SENIOR] / [DISABLED]
452330	4/15/2014	38 GEARY	GEARY BLVD DIVISADERO ST SAN FRANCISCO 94115	patron stated that when he and his wife and a friend got to the stop there bus was there and the light was red, his wife and his friend use a cane to walk, he is also disabled but do not uses a cane, he stated that the driver just look at them and as soon as the light changed to green took off and left them there.
452357	4/16/2014	12 FOLSOM/PA CIFIC	14TH ST FOLSOM ST SAN FRANCISCO 94103	The ADA Patron Stated: "Im a senior citizen, Im disabled, I shouldnt be treated like that. There was a customer the driver was talking to that was sitting in the handicapped area that stretched his leg across the aisle. I have a walker with groceries and the driver told me twice to fold up my walker because it is blocking the aisle. He didnt say anything about his friend who is blocking the aisle. I also told him where I wanted to get off and he said to just ring the bell. He was very rude."
452390	4/16/2014	19 POLK	Polk/Northpoint	Ptn was waiting at bus stop infronto of (S.F.) Aquatic Park. Ptn was clearly was using a 4-wheel walker to ambulate. Respondent yelled at Ptn stating that respondent did not mind lowering platform for someone in a wheelchair but not in a walker. Resp. asked Ptn if Ptn expected Resp. to lower platform. Resp. called Ptn a -hispanic- spic & told Ptn to speak English. He ultimately lowered platform & then drove in a jerky fashion.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452392	4/16/2014	54 FELTON	BRIDGEVIEW DR SCOTIA AVE SAN FRANCISCO 94124	PATRON STATES: "I dont use MUNI that frequently because of this one situation of where the bus stop is. I called last year and I spoke with Mr. Palega SR and talked to him about the 54. When it gets to the bottom of Bridgeview near Scotia. The very first stop on Bridgview is on a steep hill going uphill where there isnt a bus zone. So all of the cars are allowed to parallel park. If a person gets off of the bus they walk between the parked cars and step up to the sidewalk. I cant do that in a wheelchair. I would have get to this stop on the street because I am in a wheelchair and there isnt a sidewalk curb cut/ramp and my wheelchair does not fit between the cars. Can you please move the stop to the corner of Thornton at Scotia just before it goes up the hill on Bridgeview. The city has already painted both sides of the curbs at that corner, already red and there is a ramp for me to get onto the sidewalk on Thornton. This is my primary way of leaving home. I am stuck because for me to go all the way to the end of the block to the 44 is a hardship. I rely on the 54 and I need it to be wheelchair accessible. 90 percent of the drivers will allow me to get off at Thornton just before Scotia but there is a driver that twice has tried to drop me off on the first stop on Bridgeview after Scotia. There isnt a bus zone to pull into so he went up the hill, stopped mid-block at the bus stop on the street, opened the door and let out the lift. The front of the lift was inches away from the car tires that were parked there. I told the driver that I couldnt get off. There was no where for me to move. The driver then said that this was the stop. Luckily another passenger pulled me back and the driver had to let me off further away at another stop which was too far from my house. That is just a bad place for a bus stop.
452397	4/16/2014	49 VAN NESS/MISSI ON	TURK ST VAN NESS AVE SAN FRANCISCO 94102	"bus 49 headed towards fisherman wharf wouldnt let me on the bus I have a hand cart Im senior disable and about the last week of march I took hand truck into Mr. Matthew West the fix route accessibility coordinator of muni he look the hand truck and say that size and everything with hand truck was ok to bring the cart onto the bus. This man tells me when I told him I had meet with Mr. West he said he called his boss and that I couldnt bring the hand truck and that he needed something in written in order for me to bring it on board which is not true. I told him that was not true and asked him for his badge number I didnt argue with him because I knew I was going to make this report."
452420	4/16/2014	Defunct	TREAT AVE 16TH ST SAN FRANCISCO 94110	PATRON STATES: "A MOTHER BOARDE THE BUS WITH HER CHILD IN A SPECIAL ADA CARRIAGE. BEING SHE COULD NOT STRAP THE CARRIAGE SAFELY SHE WANTED TO STAND AND HOLD IT SO THAT IF THERE WAS AN ACCIDENT THE CHILD WOULD BE SAFE. THE OPERATOR REFUSED THE MOTHER TO STAND IN THAT AREA WITH HER CHILD. THE OPERATOR KEPT SCREAMING AT PATRON WHILE SHE WAS TRYING TO DEFUSE THE ISSUE BY TRANSLATING IN SPANISH TO THE MOTHER WHAT HE WAS ASKING. HE FINALLY CALLED SOMEONE AND LET HER STAND THERE. IT WAS DISAPPOINTING TO SEE AND HEAR THE OPERATOR BULLY THE MOTHER IN FRONT OF HER OTHER CHILD AS WELL AND NOT HAVING ANY EMPATHY AT ALL."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452447	4/17/2014	21 HAYES	MARKET	<p>the bus came towards me as I had just rounded the corner exiting the Bart. I have a disability so I can't move very fast, but I was moving as fast as I could. I was wearing a neon green puffy jacket. I looked at the bus, waved to the driver. Just as I had almost reached the back door, hobbling as fast as I could, the bus took off again, with me yelling "Stop, please Stop" behind it.</p> <p>I have a hard time believing that this wasn't deliberate because the driver initially pulled over, then saw I wasn't moving very fast, so decided to leave me behind. I live in Pittsburg, and have a long commute, which I usually have timed to catch this bus. I am always friendly, courteous and appreciative of the bus drivers, because I think in general they do a hard job with a lot of dignity.</p>
452451	4/17/2014	Not Specified	HOWARD ST 5TH ST SAN FRANCISCO 94103	<p>Patron stated he picked up wheelchair bound person the operator did not buckle up the wheelchair person wheelchair did not ask the operator for assistance in patron's opinion that operator responsible to buckle up the wheelchair by putting the seat belt around the wheelchair patron further stated every MUNI operator used to ask the wheelchair person are they locked in before driving away the wheelchair locked his wheelchair operator should not take the wheelchair word he should've get up and strap the wheelchair in patron said either the 30 or 45 bus.</p>
452454	4/17/2014	38 GEARY	GEARY BLVD 17TH AVE SAN FRANCISCO 94121 AND GOT OFF	<p>patron states "I am disabled passenger, I am not in the chair, I show my clipper card that shows that I am disabled, when I requested the lift and the driver lowered it, and I pushed my cart on the lift and walked on, and then he pulled up the lift too soon and caused me to stumble 2 different times getting on the bus, getting off the bus was not a problem, due a friend got on the bus and started conversing and additionally a wheelchair passenger got on and struck a conversation with that person, since that person was asking for information from the driver, the driver was being condescending, deeming surly hostile, so I got off first at Jones and Offare in the reason I did that because my friend was sitting behind as a witness and also the wheelchair was behind me so that they would be able to see if the driver tipped me up, which he did not, so therefore this proves that there was not a malfunction of lift, which I thought there might be 1 or 2 weeks ago"</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452470	4/17/2014	Not Specified		<p>Per Muni patron: I have an illness that affects my legs. I am a relatively young person. There are 17 million people who have invisible disabilities. When I have a flare up, I stay home. Sometimes I can go out in a wheelchair. Can't go up steps or hills. My disease has progressed. I have to ask them for the wheelchair lift. I have to go through the most incredible humiliation. She was rolling her eyes. I'm begging and pleading with her. I usually say I have an injury. People don't look at me weird; they are more lighthearted. But when it's a disability...She was complaining, saying I would have a reduced fare. I didn't know about reduced fare. I'm fighting to get better and now I have to do this? Is there any way you can let the drivers know? I don't ask for fun. Every time I'm in tears, humiliated. Do you have suggestions on how to respond to the drivers? I don't know what to do. It's several drivers. My disease progressed to the point I have to ask more often now. Every driver but maybe one has been furious with me about having to lower the lift. I can't go up the steps. I just didn't know if there is something else I could say to them...this illness is my personal business. I am in a wheelchair some of the time. Why do you have to roll your eyes? I don't need to have the trauma every time I board a bus, in addition to having a life-threatening. If a passenger asks for a wheelchair lift, why would they do this? It's inconceivable. I never knew before getting sick, how horribly people were treated. So cruel people are it's just astounding. I have never liked being labeled disabled. They accommodated me but with terrible humiliation, bringing me to tears. It's terrible to go through it all the time. I don't want to implicate anyone, I want to make a general statement. I don't need that aggravation. Show sensitivity even if not in wheelchair. It can be that you can walk but not go up stairs. I don't want any more stress and drama. It bothers me that I can't speak to someone in charge. Why are these people not reachable?</p>
452510	4/18/2014	94 K/L/N OWL	BEALE AND MARKET	<p>Patron states "I was on an inbound L Owl and wanted to exit at Beale (Which the buses should be stopping at the curb side instead of the stop island at this time of morning). I rang the bell 2 blocks ahead of Beale and as we approached the stop she hadn't pulled to the curb yet. She was still at the island and she asked me if I wanted to exit on the island and I said no it's not safe because I am disabled and use a motorized scooter. She let me off a block away at the Federal Reserve building and because of the angle she let me off at the back wheels of my scooter had to drive over part of the ramp. I would like this Muni driver interviewed by a superior. She was not paying any attention to the passengers because she was too busy talking to her friend who boarded the bus the stop before I requested to be let off. I would like a phone hearing and also to note that the driver's badge number was not visible."</p>
452516	4/18/2014	9 SAN BRUNO	11TH ST MISSION ST SAN FRANCISCO 94103	<p>The patron called to file a complaint against the Muni Operator. The caller stated that the Muni Operator did not want to make room for him to board the bus. The caller stated that he put his foot in the door to prevent the bus from moving. The caller stated that other patrons on the bus were getting restless, because the bus would not move. The caller stated that one patron started yelling at him and started taking pictures of him. The caller stated that another patron got off the bus, pulled him away from the bus on his wheelchair and kicked his feet to prevent the caller from sticking his feet in the door again.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452594	4/19/2014	8X BAYSHORE EXPRESS	5 TH AND MARKET	Patron stated " This happen at 5 th and Market for the 8x bus going outbound. The bus was sitting at the bus stop. I came up to the driver and asked him if he can get the lift out. My mother was about 15 feet away coming in a walker. The bus driver said no there was another bus coming. The other bus wasnt coming for another 12 minutes.The bus driver closed the door in my face when I was still trying to talk to him. The bus driver than drove off. If the bus driver would of put out the lift by the time he got it out my mother would have gotten to the bus. I believe the bus number 6269."
452595	4/19/2014	14 MISSION	26TH ST MISSION ST SAN FRANCISCO 94110	Patron stated,"The driver passed me up and Im disabled. The driver act like he was driving and then drove off. -0
452604	4/19/2014	27 BRYANT	SOUTH VAN NESS AVE 26TH ST SAN FRANCISCO 94110	I am diasbled and I have been waiting here and there is no where to sit and I wasnt you to find a better way yo watch your buses more accyuratleyltery. I spoke to yvette 1:59pm and and she said there would be a bus 2:21pm, I arrived at 216pm there was another fellow waiting. And now I call at 2:27 pm and the rep wolf is telling I will have to wait for another 15 minutes. "
452621	4/20/2014	38 GEARY	GEARY ST LARKIN ST SAN FRANCISCO 94109	Patron states: Yes, I want Muni to respond to me by mail on this complaint. I am disabled and travelling with x2 service dogs. The operator from the 1st full Geary bus was nice to tell me Sorry I cant take you because theres not enough room. Please wait for the next one. I waited 10mins for the next one (vehicle 6420). Operator let some people off from the back door, did not even open the front door. I see theres room for people to move back to make space for the front. This young male operator with brown hair, tattoed, and with earrings, did not do any of those and took off! I am very disappointed how Muni operator not trained to take care of disabled people! If you cant take care of disabled people, why am I paying my \$0.75 fare? I live on \$800/month income and \$400 goes to my rent. I am going for only 5 blocks but I could not walk. I cannot afford taking cabs on this kind of income. I realized therere lots of events going on today. I just went to a Easter Mass and now want to go home at Geary/Fillmore. Still I am really disappointed at Munis not able to take care of disabled customers. Thank you.
452624	4/20/2014	43 MASONIC		Patron stated "I got on at golden a gate and Masonic , because if the haight street fair the bus is being rerouted, the driver is taking the wrong route and taking everyone to Castro, he is lost. Right now were at divisadero and haight . Im running late because this man does not know where hes going. He has a very bad mouth, he needs to be fired. Muni does not need people working for them with this sort of attitude. I am disabled and I would like a hearing. I would like the video from this bus pulled and present at the hearing. "

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452625	4/20/2014	Defunct	MASONIC AND FELL ST SAN FRANCISCO 94117	Patron states that "the operator was supposed to go down on Ashbury to Haight St and instead operator turns right on Frederick left on Masonic and then operator went all the way to Fell St. Operator was at Fell and Masonic and operator refused to let me off until Stanyan and Hayes. Thats an illegal arrest and kidnapping. I kept on telling the operator to let me off the bus. Operator said " I have no authorization to let you off the bus". I am a disabled person I cant walk from Hayes and Stanyan to Haight and Clayton, but I had to walk. Traffic was not moving and operator can let me off on Fell St and the operator refused". Patron would like to receive a letter from MUNI indicating what happened to this complaint.
452655	4/21/2014	29 SUNSET	LINCOLN CLVD AND PERSHING DR	patron stated that " the driver of the bus is not stopping at a specific stop on the bus route after the patron pulls the stop wire for the stop at Lincoln Blvd and Pershing Drive. patron stated that " patron has a disability and because the driver is not stopping at this stop against a stop sign it is making the patron have to walk to the patrons destination". patron stated that " this has happened in the past with the same driver and it is impacting other patron on the bus". patron stated that " another patron asked why the driver is not stopping at the stop and the driver snapped at the patron that was asking the question". patron stated that " patron has a leg injury/disability and the driver not stopping at the stop impacts the patrons walking and causes the patron difficulties".
452687	4/21/2014	K-T-L-M-S (Misc Unsorted)	OCEAN & CERRITOS	Patron stated " I rang to make the bus stop. I wanted to stop at Cerritos & Ocean. I rang for the bus to stop. The bus was full of middle school kids. There was 2 inspectors on the bus. I had a spinal injury and walking aggravates it. I had to walk a longer way. The bus stop at Ocean & victoria. The bus driver passted the stop and I had to get off the next stop. The bus driver should stop there regardless. I complained to the inspector on the bus. They just gave me a look. The number on the bus was 1454B."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452692	4/21/2014	31 BALBOA	TURK STREET	An elderly male passenger with severely swollen feet carrying a luggage was riding the 31 Balboa MUNI outbound bus line and was prepared to get off the bus at Turk Street and Larkin Street. The elderly male passenger was clearly disabled due to his swollen feet and apparent mobility issues and had kindly asked the driver twice to utilize the wheelchair lift for him to get off the bus. However, even after hearing the passengers request, the driver refused to utilize the wheelchair lift for the passenger and had asked the passenger to get off the bus himself. The passenger ultimately had to endure tremendous emotional and physical pain in order to get off the bus. The female drivers action is absolutely unacceptable and is clearly an action of discrimination against the disabled passenger. Other passengers/witnesses on the bus have also displayed disapproval of the drivers action. According to the Disability Rights Law, disabled passengers have the right to public accommodation, and in this case the driver was not accommodating the disabled passenger and his disability request. This is a violation of the law and the driver should be further questioned and investigated through surveillance videos of the incidence on April 21, 2014 at 5:58 pm on the 31 Balboa outbound line for vehicle number 5553. The drivers actions are against the principles and standards of the SFMTA and SF Muni. To best understand the situation, I hope that you can review the surveillance videos of the driver of the 31 Balboa outbound line, vehicle #5553 on April 21, 2014 at 5:58 pm at Turk Street and Larkin Street. This driver needs to be re-trained.
452707	4/22/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD ST. & 20TH ST.	RUN # 034- ANNOUNCEMENTS-MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO], DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY [SENIOR/DISABLED]. OP. DIDN'T CALL UC NISSION BAY NOR BALLPARK. SENIOR WITH A CANE HAD TO GO BACK TO MIDDLE SEATS BECAUSE OP. ALLOWED 2 TOURISTS TO SIT IN SEATS MEANT TO BE YIELDED.
452719	4/22/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD ST. & 20TH ST.	RUN # 054- ANNOUNCEMENTS- MAJOR STOPS/ TRANFER POINTS BY OPERATOR [NO], BY DVAS [NO]
452722	4/22/2014	F MARKET & WHARVES	BOARDED @ 17TH ST. & CASTRO/MARKET	RUN # N/A- ANNONCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. OP CALLED FIRST FEW STOPS, BUT NONE FROM 5TH ON.
452727	4/22/2014	29 SUNSET	N/A	I am disabled, in a wheelchair, and have four concerns: 1. If drivers are running "late" they will pass up people in wheelchairs at bus stops, because picking them up would take too much time. 2. The wheel locks on buses do not often work with my manual wheelchair. 3. The safety belt straps that secure wheelchair passengers often do not work, because no one bothered to make sure the straps hook together. (Sometimes it is clear that the two attachments do not "match" and will therefore suddenly come apart.) 4. The new buses are not wide enough so that even a narrow chair like mine is in danger of running over the toes of other disabled and elderly riders. I get dirty looks when the problem is MUNIs fault, not mine.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452729	4/22/2014	9 SAN BRUNO	MARKET ST KEARNY ST SAN FRANCISCO 94108	ADA Paton states "I was walking to catch the bus and I drop a quarter. I blend down to pickup the quarter. I even signal her to give me a second. I pick up my quarter preceding to the front door, she close door on me and I knock on the window she just drove off , the reason I take the 9 bus is because I am on my way to see the doctor. I will ask my doctor to give me a notes .I do insist on a hearing . "
452730	4/22/2014	22 FILLMORE	BOARDED @ UNION & FILLMORE	RUN #341- DID NOT ASK THAT PRIORITY SEATS BE VACATED UPON REQUEST FOR ASSISTANCE BY [SENIOR]. ALLOWED 20-SOMETHINGS TO SIT UP FRONT WHILE A SENIOR WITH A CANE HAD TO PUSH THROUGH STANDEES TO GET SEAT AWAY FROM THOSE MEANT TO BE YIELDED TO HM.
452742	4/22/2014	38 GEARY	OFARRELL ST JONES ST SAN FRANCISCO 94102	patron states ive called and complained about this before and now its worse than ever and i will be putting in a complaint with the ada, today driver again wont stop at the stop the stop he pulled way forward of the stop he makes everybody at the stop run for the bus and you need to board at the rear so if you have an issue boarding at the higher steps it makes it really hard, if everybody can get on at the back everybody can get on at the front, when i pushed my way forward it proved that people can push their way from the front to the back and when i get to the front theres young people sitting in the front seat and this isnt every bus driver but its a lot of the bus drivers lately, the last time it was on 4/3 and that bus driver badge was 4488 same exact scenario, same bus stop same time of day and i have video taped both, ive seen them leave people with canes, if you cant get people on dont stop at all these bus drivers are just lazy and this is just the last two months
452745	4/22/2014	7 HAIGHT/NORIEGA	VAN NESS AND MARKET	patron stated "I believed the bus driver was acting like the lift was a problem and I think that was a lie . He let me on the bus but he kept acting as if the lift wasnt going to work, I finally got on and he proceeded to work on the lift for 15 minutes trying to get it to work. Other passenger got off of the bus. He finally go it working so that he was able to bring it in and close the doors . At first I was going to get off at 4th street then I decided to get off at 5th street. He said that the lift was not working but agreed to pull as close to the curb as possible but it looked like he couldnt kneel it because of how close he was to the sidewalk. So I slowly moved down the stairs. I think I got lucky because I believe he was trying to make me break my wheels because of the complaints that I have made over the past two weeks. I get suspicious when the police show up when I het on the bus plus the van ness elevator was not working; it make me feel like something is going to happen . I would like fixed route coordinator Matt West to receive a copy of this complaint "
452746	4/22/2014	49 VAN NESS/MISSION	VAN NESS	I was standing waiting for customers to exit the bus when the driver told me to go to the back door, when i told him i was handicapped and needed a seat he had a smart ass attitude and told me yeah i am also. He was very rude and did not want to do his job properly, and needs to be retrained. He stated he had been driving for 37 yrs and well he has no safety awards on his shirt so that tells me something is wrong with him. I also feel that since he did not want to make people move out the handicapped / senior seats that he needs totally retrained or needs fired. there was a total of 10 people sitting in the handicapped / senior seats that was not handicapped nor senior.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452755	4/22/2014	9 SAN BRUNO	11TH AND HARRISON	Patron states "I was waiting for the (L at 11th and Harrison along with 4 other people including a man in a wheelchair. A 47 bus pulled into the bus zone as the 9L approached the intersection. Instead of the 9L waiting for the 47 to depart before stopping, the driver of the 9L decided to pull up right beside the 47 in the middle of the street. We all rushed to board the bus but the man in the wheelchair had no room to get between the 2 busses. The driver just flat out left him at the stop. It was bus 8744 and the deiver was a possible heavy set Latino male with badge number 0968."
452756	4/23/2014	43 MASONIC	CALIFORNIA ST PRESIDIO AVE SAN FRANCISCO 94115	Muni patron stated: "I waited for the inbound 43-Masonic at California and Presidio towards Fort Mason with my service dog, I have nerve damage and mobility issue, and I have waited for 1 hour and 20 minutes, a 43 bus came but it sped up going 20 miles over the speed limit, and if it hit a dog or a person the bus could kill it. It is not very cool that this driver going this fast and past the stop up. I want a hearing for this. There is no seating here. I cant get up until the bus stop. I even tried to wave it down"
452760	4/23/2014	K-T-L-M-S (Misc Unsorted)	46TH AVE WAWONA ST SAN FRANCISCO 94116	Muni patron: "I am at 46th and Wawona and the operator of run #5, train #1519B, is not supposed to pull forward until it is leave. This is a disable platform. He was well ahead of the platform. Patron stated she wants a hero."
452810	4/23/2014	31 BALBOA	EDDY ST FILLMORE ST SAN FRANCISCO 94115	patron stated that " the driver of the bus was at the stop and the patron walked over to get on the bus and the patron was in front of the bus at the stop and when the patron moved to get on the bus the driver would not open the door". patron stated that " driver was against a red light". patron stated that " patron would like a hearing regarding this matter"
452822	4/24/2014	91 3RD ST/19TH AVE OWL	19TH AVE TARAVAL ST SAN FRANCISCO 94116	Patron stated, that "The driver pulls up and I have a stroller and a cart. He refused, with a empty bus, to take me my husband and my belongings by Golden Gate Park. I could have pulled the handicap seats up for my carts and they would fit perfectly. We have been waiting for over 4 hours."
452847	4/24/2014	22 FILLMORE	16TH ST SHOTWELL ST SAN FRANCISCO 94110	The patron stated, "I was waiting for the OB 22 at 16th and Shotwell and at 911AM it pulled up. It was crowded, thats fine, but I have to get on in the front because I need the vehicle to kneel. Im not in a wheelchair, but Im disabled, and a senior. I told the opertor I need the bus to kneel and had to board through the front and she told me, Too bad. You get on the back or you dont get on. I told her I was going to report her and she pointed at me like I dont care. Her attitude was so bad that I walked to the barn to file a complaint but was told I had to do it by calling 311. I could not board the vehicle because I cant at the back." 311 notes the patron is requesting an ADA hearing.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452848	4/24/2014	K-T-L-M-S (Misc Unsorted)	MISSION ROCK	Patron states I was getting on the T train.I got on and showed the driver my Medicare card.The red white and blue card.I paid my fare.The driver ask me for my ID.The driver refused to give me my transfer.I told the driver do you not beleive me.You should not be hassasing me because Im disabled.I once again had to ask for my transfer.There was a elderly lady the driver was asking her to pay more money.I dont know why the driver was questioning me.The driver was going beyond the scope of his job.I feel that I was being discriminated for being disabled.However a few people got on and did not pay he did not question his own kind.This is not fair that I was treated this way.The driver went over the announcment and said children,children please have your ID card when showing your Medicare card.He was clearly embarassing me.The driver was clearly being very rude.I am not racist however the was out of line.This could have been bad it could have turned ugly had I was not on my medication.The drivers should not treat people this way.
452870	4/24/2014	48 QUINTARA/2 4TH STREET	24TH STREET	This corner has a bus stop and it was clear of traffic. Driver did not attempt to pull into the curb, but stopped in the middle of the street. When I asked, he told me that he NEVER pulls into the curb!
452871	4/24/2014	12 FOLSOM/PA CIFIC	16TH STREET	the 10 going toward Downtown has not been reliable since January. Also the 19 has not either. I have been having to take a taxi because the buses have not been showing up. I can not go out there and wait and wait I have to be at work on time. Also I am disabled and can not stand that long. Since you took the stop off of De haro and 17th and took the seat there is not place close for me to sit and wait for the bus so I have to wait till I see the bus is coming online to start out. Even if I do not see it I go sometimes and it does not show up. For me it seems you are trying to get the rider ship down so you can say see no one rides it. But we need that bus I am going broke trying to get to work every day because of the unreliable bus system.When is the new effecient system suppose ti start. Thank you
452882	4/24/2014	43 MASONIC	CITY COLLEGE PHELAN CAMPUS SAN FRANCISCO 94112	bus was at the stop. disabled patron was waving at the bus to wait for her and when she got there the driver shut the door and left. Other student patrons saw disabled patron trying to get on bus and tried to help disabled patron get on the bus and the driver just refused to wait. Why would driver look right at disabled patron and then take off and not let her on the bus?
452884	4/24/2014	14 MISSION	MISSION ST ITALY AVE SAN FRANCISCO 94112	patron was at the bus stop, the driver saw her and passed her up, she ended up stopping about 4 cars ahead of the stop as the patron got her bags and walk to the bus, but the drivers closed the doors and took off leaving the patron behind, patron is disabled but do not uses a walker or cane.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452905	4/25/2014	28 19TH AVENUE	DALY CITY BART	<p>Patron states "I was already inside the bus, I showed my RTC card. I mentioned to him, typical conversation. "Will you change the sign on your bus? It says Daly City, it should say Fort Mason". I have been looking at all the 28s that say Daly City Bart. Im missing to catch the bus cuz its misleading the people. This is happening with most drivers. It is so important to so I can take the right bus. I missed my SFSU shuttle bus cuz I missed the 28 due to the incorrect signage. Its the same stop at Daly City Bart for the 28 going both directions, but when Im in the city, I know which one to take cuz they are not at the same stop.</p> <p>When I mentioned to the driver in a normal way, the driver went ballistic. It is misleading to passengers unless you see people getting on or off the bus, then you know which direction the bus is going. He started insulting me, I am 57yr old woman, my best years are gone, Im disabled, Im ugly, I know. He told me "Look at you, so ugly, so fat!" he said this for more than 10minutes. Someone in the back of the bus said "Im going to kill somebody if you dont stop" He could have just said he would change the sign, he was at fault not me. He left me traumatized, am I a monster? I am just an old woman; I am requesting a hearing to speak to him. I dont have 3 eyes, I dont have 2 heads, I deserve respect. It is him that is at fault, not me."</p>
452919	4/25/2014	22 FILLMORE	16TH ST MISSION ST SAN FRANCISCO 94110	<p>Patron states "I was at the bus stop, and it was a yellow light and he didnt want to miss the light. I was in front of the bus and he flicked me off & said "fuck you" for no reason. I am a disabled person, I had my clipper card in front of me & everything. He ended up running the red light. He still had time to open the doors but decided to flick me off."</p>
452941	4/25/2014	94 K/L/N OWL	2ND AND IRVING	<p>Route did not come over an hour late - no response to passengers and illegal neglect</p>
452968	4/26/2014	5 FULTON	JONES ST MCALLISTER ST SAN FRANCISCO 94102	<p>patron stated "I was standing here waiting for the bus he was at the light, he pulled up like he was going to stop for us, he came to a compete stop but did not open the door. , there was an elderly man with his service dogs running for the bus and I asked if he wanted me to hold the bus, the driver hit the gas and took off. This was very rude. the driver before him did te same thing. I was across the street from the stop and waived at her to let her know I wanted the bus and she just kept going. I am disabled"</p>
452969	4/26/2014	14 MISSION	MISSION ST 13TH ST SAN FRANCISCO 94103	<p>Patron stated "Patron stated" I left from the Woman drop in center to go over to the other center to sleep and everybody got on the bus, I was in front right where the sign is, he did not let the lift out he let a few people get on the back of the bus and on the front of the bus then hes telling me to get on the back of the bus with my cart I said I cannot get on the back of the bus because there is no lift on the back of the bus and he told me he could not let me on because there was to many people on the bus, there was not allot of people on the bus. There was no reason for me to stand 10-15 minutes in the cold, he did this deliberately. I have a physical disability and he made no effort to let the lift out".</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
452972	4/26/2014	14 MISSION	13TH ST MISSION ST SAN FRANCISCO 94103	patron stated "I had to wait for a second 14 mission because the driver could not put the lift out for my cart. The second bus driver said that she could not pull the lift out because there was no room. I refused to wait for another bus, it was cold and I have a disability. A gentleman helped me bring my cart onto the bus and the driver demanded that I pay right then and there. Some of these drivers are very rude; there was no reason for her to not want to pull the lift out. There was no reason for me to have to wait for the next bus, this is not right. I should not have had problems with two drivers, one behind the other. "
452985	4/27/2014	22 FILLMORE	16TH ST MISSION ST SAN FRANCISCO 94110	patron states i was talking with someone when i was exiting the bus, he (driver) purposely lifted up the ramp while i was halfway on and halfway off, the back wheels my wheelchair were still on the ramp and up in the air and the wheelchair fell off the ramp, i didnt fall out of the wheelchair but still that wasnt right, i said im going to file a complaint and he said "miss me with that shit" and he wouldnt give his id number
452997	4/27/2014	19 POLK	POLK ST SACRAMENTO ST SAN FRANCISCO 94109	ADA patron states "I got on the bus at Beach, the sign on the bus did not say 19 so lasked the drivwer and he just ignored me. We were at sacto and polk and a disabled woman wanted to board and and would not allow the disabled woman to board. Multiple passenger asked him why he wouldnt let er board and he said I have a schedule to keep.
453001	4/27/2014	12 FOLSOM/PA CIFIC	PACIFIC AVE POWELL ST SAN FRANCISCO 94133	Patron states "A driver did not pick us up. I was carrying a cake and I am disabled. I left my cane at home since I had to carry the cake. He stopped at the red light and looked right at all 3 of us and kept on going. He knew we were waiting cuz we stepped out onto the street and he did not open the door. When the light turned green he started going. We were waiting by the yellow bus mark on the street. I would like a call back."
453004	4/27/2014	7 HAIGHT/NOR IEGA	45TH AND NORIEGA	ada patron states "I was at the stop at 45th and Noriega. The driver was still at the intersection. I was helping a man helping backing out while the bus was boarding. The driver looked at me and knew I wanted to board. I had my service dog and my cane so he knew I was disabled. If the driver did not make a Hollywood stop, he would not have passed me."
453005	4/27/2014	24 DIVISADERO	CORTLAND AND BAYSHORE	Patron states "It was a female driver driving on the 24 at Cortland and Bayshore. She was supposed to stop at the bus stop. I assumed because nobody was getting off that she chose not to. So then as we approached the bus stop, she seen us waving. It was me, my grandson and another elderly lady with a cane. I am also disabled. She stopped, as if she was going to wait for us. The closer we got to the door she pulled off! As she was pulling, off she almost ran over me and my grandson. She was inches away from us. It was the rudest thing I ever saw in my life!"
453009	4/28/2014	94 K/L/N OWL	WOODSIDE AND PORTOLA	The ADA Patron Stated: "He drove up and looked at me and then drove off."
453017	4/28/2014	45 UNION/STOC KTON	STOCKTON	speed thru stockton Chinatown area; seniors didnt even sit down yet

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453021	4/28/2014	24 DIVISADERO	16TH ST CASTRO ST SAN FRANCISCO 94114	patron states when i got on there was a blind lady with her dog, when the bus was moving she asked me what stop we were coming up on and she said i told the bus driver to tell me when my stop was coming up and he passed it and so she asked the bus driver why didnt you stop and he said thats not my job to let you know and then started talking about her to the other passengers with her there, she said where am i at and he just said 16th street , the announcements werent working and it was insensitive of him, it was his job
453027	4/28/2014	24 DIVISADERO	16TH AND DIVISADERO	A blind passenger with a guide dog was riding the bus. She was clearly blind and you could not miss her guide dog. He was huge. The bus driver was not calling out the stops and she missed her stop. She asked to be let off at 15th and Divisadero/Castro. Since the bus driver was not calling out the stops she missed her stop and got off at 16th and Divisadero. She did not miss her stop by very much but she was disoriented, did not know where she was and the bus driver was rude and said it is not his job to call out the stops. WTF!!!! Shes blind. She cant read it and the intercom system doesnt always call it out. It is straight up discrimination towards a blind patron. Is this the policy of MUNI? I have seen the drivers on the 30 bus go out of their way to let tourists know where to get off to go to the Golden Gate Bridge. Can we not extend this same courtesy to our blind patrons? If it is not his job, then whose job is it? Is it mine? Would you like me to stand at the front of your bus calling out the stops. I will gladly do it for free fare when I am riding the bus to my job where I go above and beyond for my customers who come to my restaurant. Your bus driver did not follow the law. And then he told the entire bus that after she got off that it is not his job to call out stops. So now your bus driver is not only discriminating against a blind person, but showing that he also lacks compassion and sound moral judgement. I hope the woman who was discriminated against also files a claim against him but since she is blind and cannot see his driver number or bus number it might be hard for her to find a resolution. Hopefully this will help her in her personal fight everyday to be treated like an equal. You might want to reconsider his place within your organization.
453038	4/28/2014	19 POLK	Sacramento	Hi, The bus driver of 19 Polk 8206 did not answer my question about the bus number when I first got on the bus. I let him know that "19" wasn't showing on the outside bus signs. Then at the Sacramento and Polk bus stop, the bus driver did stop for a disabled women. When about five people on the bus complained he said he has a schedule to keep. I understand if the buses pass, bus not stopping for someone who is Disabled and may be a little slow to get on and off is just wrong. Why would we have a public system if the bus is not going to stop for disabled people too? I would like a response to this email, and I would appreciate repercussions for the driver's behavior. Perhaps some advising is needed.
453101	4/29/2014	Defunct	16TH ST BRYANT ST SAN FRANCISCO 94110	PATRON STATES: I AM IN A SCOOTER. I WAS WAITING AT THE BUS STOP. THE DRIVER REFUSED TO STOP AND KEPT GOING. THERE WAS PLENTY OF ROOM TO ACCOMODATE MYSELF AND THE SCOOTER. I THINK THAT WAS A STRANGE WAY FOR HIM TO HANDLE THIS. I RECOGNIZE THAT THE DRIVERS HAVE PRIORITIES BUT THE PASSENGERS ALSO HAVE PRIORITIES. WE WANT TO GET HOME BEFORE THE MAD RUSH BEGINS WHICH IS AN EVEN GREATER INCONVENIENCE.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453104	4/29/2014	38R GEARY RAPID	POWELL ST GEARY ST SAN FRANCISCO 94102	Patron States, "I am legally blind and I was waiting for the 38 bus. There was one that came. He would not open the door. This bus was not packed. There was room for some of us to get on. He was yelling out of the closed door and told me to get on through the back. I have a cane and told him that I could not. The bus driver just left me standing. This bus was not crowded. I could not get the vehicle number since I am legally blind."
453109	4/29/2014	44 O'SHAUGHNESSY	PORTOLA OSHAUGHNESSY	per caller : "Driver did not do regular route, instead of going down OShaughnessy - driver made a right on Portola. Caller is sight impaired and was not able to get a bus number... he was let off on Teresita at 4:44PM Driver was not respectful to myself or other folks on the bus when they tried to get off the bus, due to the driver not doing the regular route.. "
453135	4/30/2014	45 UNION/STOCKTON	5TH ST MARKET ST SAN FRANCISCO 94102	Patron states, "My mother went to Chinatown and back on bus 45 and got off at 5th Street. My mother has a walker but when she was trying to get off the bus, the driver would not let the lift down. My mother waited for all the passengers to get off first, and asked the driver to let the lift down, the driver still didn't do it. Luckily another Chinese passenger helped her out and told the driver to let the lift down which he did. My mother was up to the front and indicated she needed the lift down, even though she didn't speak English, the driver should be able to see."
453161	4/30/2014	5 FULTON	MCCALLISTER & VAN NESS	caller: I was at the bus stop and there were about 4 or five people in front of me. They got on the bus just fine but when I told him to lower the ramp he looked up and down the street and just closed the door and left me and about 3 people behind me there. I have had a problem with this driver before and I feel that he must have some kind of vendetta against me. I feel he should be fired. I would like Mr. Matthew West who is the fixed rate accessibility coordinator at the SFMTA to get a copy of this report.
453162	4/30/2014	F MARKET & WHARVES	BEACH ST JONES ST SAN FRANCISCO 94133	Patron states: I was waiting on the handicap ramp at Beach and Jones for the F line at 4:10pm. As the driver was pulling up, he was cursing and taking his gloves off. He got out and told me to wait for the next one in schedule. He is working on his schedule. I am a handicap and he wouldn't let me get on the bus. I told him I will call him to file a complaint. He told me to go right ahead. Asian male driver.
453191	4/30/2014	22 FILLMORE	MARKET ST CHURCH ST SAN FRANCISCO 94114	ADA patron states "I was running to the 22 bus stop as the bus was stopped. I am sure he saw me but he decided to drive away without me. I am very angry that I pay my amount and he didn't even give me a chance to board. this was run #430"

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453212	5/1/2014	38R GEARY RAPID	GEARY BLVD PARK PRESIDIO BLVD SAN FRANCISCO 94118	Patron stated, "I was at the Geary and Park Presidio bus stop waiting for the 38L going downtown. I have a service dog because Im blind. There was a regular 38 bus already at the bus stop. I wanted to catch the 38L. So I heard another bus pulled behind the 38 bus. I am certain it is a 38L. This driver didnt stop right at the curb. The driver was halfway out to the driving lane. I heard the door open and close a couple of times, so I know he is letting people getting on and off. So I walked towards the bus and into traffic lane. I knocked on the door and the driver would not open the door. There were no communications at all. The driver eventually took off and I had to wait for the next 38L. The 38L I got on was coach #6226 which came a couple minutes after, so Im complaining about the 38L prior to the one I got on. This seems to be like a systematic issue and the drivers need to be train to look out for disabled patrons like myself."
453228	5/1/2014	24 DIVISADERO	3RD ST PALOU AVE SAN FRANCISCO 94124	PATRON STATES: I WAS WAITING FOR THE BUS AND THE DRIVER TOLD US THAT HE WAS ON A LUNCH BREAK FOR 30 MINUTES. SO WE WAITED AND WAITED AND THE DRIVER GOT ON HIS BUS AND TOOK OFF WITHOUT US. LEAVING A DISABLED PATRON BEHIND. THE DRIVERS RUN # IS 376. I WOULD LIKE A SUPERVISOR TO CONTACT ME BACK BECAUSE I DONT THINK THEY KNOW THE SEVERITY OF THIS TYPE OF ISSUE.
453252	5/1/2014	9 SAN BRUNO	16TH ST POTRERO AVE SAN FRANCISCO 94103	patron stated that she is in a motorized wheel chair, the driver did not get out of his chair, he just started to lower the ramp and he just turned around and told the passengers that someone on a wheel chair was coming in and if anybody would like to move, it seem that no body wanted to move, and the driver just told the patron that no body wanted to move, the she should take the next bus that was just behind him, patron told him that if that the passengers were not seniors or disabled he had to make them move, the driver responded, I dont have to make them do anything, you have to take the next bus, closed the door and took off, but there was no bus behind him, patron had to wait for 11 to 15 minutes for the next bus to come.
453280	5/2/2014	14 MISSION	20 TH ST MISSION ST SAN FRANCISCO 94103	Patron stated: This is the 2nd time it happened. The bus did not stop at 20th & Mission. He was suppose to stop in every stop. The bus did not stop and it was not crowded. I am disabled.
453290	5/2/2014	19 POLK	OFARRELL ST POLK ST SAN FRANCISCO 94109	Patron states "the driver zipped thru the very end of the green light, and stop on the other side of the intersection. All the passengers had to run against the red light to get the bus and he put all these people in danger. He didnt wait for me because he clearly saw me waiting in my wheelchair."
453347	5/3/2014	31 BALBOA	37TH AVE	I had crutches and also an electronic scooter. The driver did not lower the bus nor the steps both when I got on or when I got off. I had to carry the 50lb scooter up the stairs with a ruptured achilles that was in a cast while also struggling to bring my crutch up as well.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453351	5/3/2014	14 MISSION	6TH ST MISSION ST SAN FRANCISCO 94103	patron stated "As I was mounting the bus I made the first and I placed the walker on the second step and the driver closed the door and it hit me in my lower back. I am in a lot of pain now. He had to other people move out of the front seats so that I could sit down there. I think it kind of scared him too because he had two elderly people move. Its hurting me all around my neck and shoulder, I think I need to go to the hospital."
453366	5/4/2014	19 POLK	7TH ST BRYANT ST SAN FRANCISCO 94103	paron states "my self and 2 wheel chair patients were at the stop at 19661966at 7th and Bryant going ib an empty bus came by and there were 2 people on the bus in the back, they were not wheelchair passengers I am standing with 2 wheelchair patients we were in proper spot in the street here the bus stop is the bus drove by like 50mps he was going through the yellow light I could not see the id number , the next bus came by # 8156 already had 1 wheelchair onboard and so the 2nd wheelchair patient had to wait for the 3rd bus the only way the only way I got the bus was because I crawled."
453371	5/4/2014	9 SAN BRUNO	21ST ST POTRERO AVE SAN FRANCISCO 94110	Patron states: Yes, I want a hearing scheduled and I want Muni to respond to my complaint by mail. I am disabled. This operator only picked up x1 person really quick and took off! As if hes rushing for his lunch break or what! This is SO RUDE! Its so irritating that I have to take extra hour to take #33 instead! Thank you.
453373	5/4/2014	J-N CHURCH/JU DAH	CARL	Did not stop at ADA wrap for the person in the wheelchair to board the train. The passenger was in clear view, may have not had time to show down do to the speed of the LRV on the curve.
453374	5/4/2014	J-N CHURCH/JU DAH	FREDERICK ST COLE ST SAN FRANCISCO 94117	Patron states "We were waiting for the bus to come, Theres a group of us and 1 of us is in a wheelchair. We were waiting at the correct place on the ramp and when the driver came up, the driver looked at us and waved his hands up in the air like he didnt know what to do. The bus did not stop at the correct location and the person in the wheelchair was unable to get on the bus. So we had to carry her out of the chair so she can get on the bus. The door was closing on her and a couple of the other passengers was holding the door so we can get her wheel chair in the train. She could hardly walk."
453387	5/5/2014	K-T-L-M-S (Misc Unsorted)	WAWONA AND 46TH AVENUE	The ADA Patron Stated: "I got down here six minutes before five and shes not due to leave until 5:06 and she was already parked at the corner. I am in a wheelchair and I need to use the ramp to get onto the first car. The driver is not wearing her employee number on her shoulder."
453403	5/5/2014	49 VAN NESS/MISSI ON	16TH ST MISSION ST SAN FRANCISCO 94110	ADA patron states that "I am a disabled veteran and the operator stopped at the bus stop and picked up another patron. I was coming towards the bus about 4 ft away from the door, when I reached the front door; the operator closed the door and took off".
453413	5/5/2014	31 BALBOA	BALBOA ST 34TH AVE SAN FRANCISCO 94121	Patron states: Yes, I want Muni to respond to me via email on this complaint. This has happened x2 times already. Muni bus wheelchair lift not working but bus still on the road! We have a doctors appointment to go to. I asked the operator why this bus is still servicing, he said already called control about the defective wheelchair lift. Having defective wheelchair lift buses on the road is a disservice and also inconvenience to the disabled ! Its the vehicle right before #5526. Thank you.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453431	5/6/2014	38 GEARY	OFARRELL ST JONES ST SAN FRANCISCO 94102	ADA patron states, I was standing at the bus stop waiting for bus. As the bus approached I was waving my arms to let the driver know that I was waiting for him to stop. The driver started to slowed down, the driver look at me and saw my service dog and then preceeded to drive off without even stopping at the bus stop.
453438	5/6/2014	44 O'SHAUGHN ESSY	WOODSIDE AVE HERNANDEZ AVE SAN FRANCISCO 94127	Patron stated: "I was walking out of my building, I had my hand up, as I arrived at the bus stop. The bus came and as I turned towards the bus, I noticed that it was going at a fast pace, and then it just shot right by me. I also hollered, but it did not stop."
453442	5/6/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ 3RD ST. & 20TH ST.	RUN # 078- ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. OP. DIDN'T CALL UC MISSION BAY NOR 2ND ST./BALLPARK
453443	5/6/2014	22 FILLMORE	BOARDED @ CHURCH & MARKET	RUN # 408- ANNOUNCEMENTS- MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO] WAS DVAS ACCURATE? [NO], WAS DVAS AUDIBLE? [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT? [NO], WAS THE EXTERNAL ANNOUNCEMNET SYSTEM WORKING ? [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL? [NO]. DVAS INCONSISTENT-SHOWED SOME STOPS BUT NOT OTHERS; CALLED SOME STOP BUT NOT OTHERS. ALSO DVAS WIDLY INACCURATE ON TIME, SHOWING TIME WAS 1:01PM CLOSER TO 4PM.
453444	5/6/2014	22 FILLMORE	BOARDED @ FILLMORE & LOMBARD	RUN # 415- ANNOUNCEMENTS- MAJOR STOPS/ TRANSFER POINTS BY OPERATOR [NO], BY DVAS [NO]. IF NO DVAS- WAS ROUTE/ DIRECTION ON VEHICLE DESTINATION SIGN CORRECT? [NO].// WAS DVAS ACCURATE? [NO], WAS THE DVAS AUDIBLE? [NO]. WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT? [NO], WAS THE EXTERNAL ANNOUNCEMENT SYSTEM WORKING [NO], GENERAL SYSTEM ANNOUNCEMENTS FUNCTIONAL? [NO]. DVAS INCONSISTENT-CALLING/ SHOWING SOME AND SOMETIMES NOT. TROLLEY SHOWED DESTINATION WAS BAY ST. WHEN HEADING FOR 3RD. ST.
453445	5/6/2014	22 FILLMORE	BOARDED @ CHURCH & 16TH ST.	RUN # 353- WAS DVAS ACCURATE? [NO], WAS THE ANNOUNCEMENT VISUAL DISPLAY CORRECT? [NO] DVAS CALL & SHOW ALL REQUIRED STOPS, BUT TIME SHOWN WAS QUITE INACCURATE. LONG WAIT BECAUSE INTERVENING # 22, 5466, THAT CAME AT 2:05PM HAD INOPERATIVE LIFT.
453452	5/6/2014	K-T-L-M-S (Misc Unsorted)	BOARDED @ EMBARCADERO STA.	RUN # 089- ANNOUNCEMENTS- MAJOR STOPS/TRANSFER POINTS BY OPERATOR [NO]. DIDN'T CALL BALLAPRK OR HUDSON/ INNES STOPS.
453453	5/6/2014	F MARKET & WHARVES	BOARDED @ HUDSON/ INNES	RUN # 072- DIDN'T CALL UC MISSION BAY NOR BALL PARK.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453532	5/7/2014	48 QUINTARA/2 4TH STREET	23RD ST KANSAS ST SAN FRANCISCO 94107	ADA patron stated "I was taking the bus towards the sunset. I have to wear leg braces and can not walk very well. This driver did not pull over to the curb. In fact, a full car length existed between me and the curb when I boarded! As I boarded, I asked her why she did not pull over to the curb. She ignored me and my question and I just boarded the bus in silence.
453558	5/7/2014	29 SUNSET	19TH AVE HOLLOWAY AVE SAN FRANCISCO 94132	The patron states: Between 2 and 3 PM today, I noticed wheel chair or handicapped users be inconvenienced when all these school kids are on the bus. The bus drivers do not ask the kids to move back when there is room and the kids should not have priority over the handicapped patrons. The drivers then ask the handicapped patrons to wait when they know that rush hour begins between 2 and 4 PM. The 29 is always overcrowded and no one cares about the handicapped patrons. There should be an extra bus when the line becomes overcrowded regularly like this.
453614	5/8/2014	9 SAN BRUNO	SILVER AVE SAN BRUNO AVE SAN FRANCISCO 94134	Patron states she is blind. The bus arrived. The doors opened I asked the driver "What bus is this?" The driver closed the doors and drove away. I was hitting the door with my blind cane. Someone was walking by and I asked them "What bus was that?" They said it was the 9 San Bruno. That was the bus I needed.
453667	5/9/2014	36 TERESITA	MYRA WAY MOLIMO DR SAN FRANCISCO 94127	Patron states for Muni to continue to remove a bus repeatedly where there are disabled and seniors is in violation of federal law. There are a lot of seniors and disabled who rely on this bus. There is no taxi service in this area the cabs don't come up here. I will be filing a complaint with the Justice Dept regarding ADA disability act where Muni gets a lot of their funding.
453688	5/9/2014	9 SAN BRUNO	5TH ST MARKET ST SAN FRANCISCO 94102	Patron called to file a complaint in regards to the Muni Operator. The patron stated that she dropped in her fare of 75 cents. The patron stated that the Muni Operator questioned her payment. The patron pulled out her Disability Paperwork to show the driver proof. The patron stated that the Muni Operator replied back and said that she didn't look disabled. The patron stated that she was not able to board the bus.
453691	5/9/2014	5 FULTON	6TH AVE FULTON ST SAN FRANCISCO 94118	ADA patron states that "The operator made us get off the bus at Fulton and 6th Ave. instead of Fulton and 8th Ave which other operators do. MUNI need to get this straight with the operators whether to let us off at 8th Ave or 6th Ave". NOTE: Caller got disconnected and CSR was not able to ask if they would like a hearing to be scheduled. For this reason, CSR just chose yes".
453761	5/11/2014	9 SAN BRUNO	SAN BRUNO AVE WILDE AVE SAN FRANCISCO 94124	Disabled customer stated: "the operator did not pull into the bus zone at San Bruno and Wilde, the operator refused to kneel the bus upon my request even after I showed him my RTC card with a photograph, operator failed to pull into any of the bus zones along the route, the operator passed up my requested stop at Potrero/18th - then ran the red light. He stopped on the far side of the intersection before I could exit the bus.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453765	5/11/2014	49 VAN NESS/MISSION	MISSION ST 24TH ST SAN FRANCISCO 94110	Patron stated,"He saw me with a cane and he was going to pass me over and he didnt want to allow me to get on the bus. Another person a man who was boarding was pushing me when I was boarding the bus. I want to file a report of discrimination the way he was treating was not fair. The driver was treating me different due to me and A.A disable female and what he was doing was not right. I want a ADA hearing and want to speak with someone in muni about this driver."
453790	5/12/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
453791	5/12/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL STOPS AND TRANSFER POINTS
453792	5/12/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
453795	5/12/2014	F MARKET & WHARVES	MARKET STREET AND 8TH STREET	LIFT ON MARKET AND 8TH STREET NOT RESPONSIVE TO SIGNAL FROM CAR 1010
453842	5/13/2014	J-N CHURCH/JUDAH	4TH ST KING ST SAN FRANCISCO 94107	Muni patron stated: "I had two service dogs with me and I was at the 4th and King St. stop. The N Judah train was already at 4th and King. I went to the front of the train and the train conductor looked at me rolled his eyes and started laughing."
453872	5/13/2014	31 BALBOA	NEW MONTGOMERY ST MARKET ST SAN FRANCISCO 94104	Patron Said, "He stopped and he opened the door, I am a senior and disable and I told him I needed the lift. As I was getting my card out of cart, I looked up and he said I cant let on the bus with that cart and he closed the door. I banged on the door and told him I have permission to have my cart on the bus. Then he just pulled away."
453880	5/13/2014	19 POLK	CALIFORNIA ST POLK ST SAN FRANCISCO 94109	ADA patron stated that I got on the bus at 7th and Market. He lowered the wheel chair lift and then raised it and I took a seat and he leaned back and said either you have to get off now or you have to carry the walker off and then he took us to Polk and California where we got off because I was with a buddy of mine and he was with a cane. Hes disabled too. We had to carry off his walker. There was no reason that we should have to carry on. He didnt even try to lower the lift. If that was the case he shouldn have let us on the bus to start with
453914	5/14/2014	1 CALIFORNIA	POWELL ST CLAY ST SAN FRANCISCO 94108	Intending Patron States: I was waiting for the bus and the bus was 20 feet behind the red light, waiting for the green light. The driver opened the door and let everybody off the bus at the red light and then when the light turned green he started driving and didnt stop to let me on. Then I looked at the nextbus sign and it said I have to wait 10 minutes for the next bus and I am going to be late for work now. It has now been more than 10 minutes and the bus still has not come. I am a handicapped person.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
453936	5/14/2014	28 19TH AVENUE		Patron states, "I want to report an issue with MUNI. It was on the 28 Fort Mason at 1:30PM, the bus number 8357, run 1752. The bus was crowded in the front, I told the driver to tell everyone to move to the back and she responded, Im doing the driving.. Im a senior and handicap. When we got to the bridge everyone got off. Then I noticed there were two operators on the bus and the other operator, his badge number is 8444. They were having a long conversation, talking about their kids and stuff. I dont think this was a safe situation. I think we the public should be able to be riding on the bus safely. I dont think the operator was there to hold a social conversation. He could have led the public to go to back of the bus." Customer is requesting a response from MUNI regarding this.
453937	5/14/2014	44 O'SHAUGHN ESSY	SILVER & BAYSHORE AVE.	The caller states, I rang the bell on time, but the operator did not make the stop. I asked the operator to stop @ Bayshore and he said, "no". The operator was condescending and rude. I am a disabled person and suffer from anxiety. He caused my anxiety to rise; I started shaking. I told the operator I was going to report him and he stated, "he did not care". I said, You should care, its your job".
453942	5/14/2014	5 FULTON	LA PLAYA FULTON ST SAN FRANCISCO 94121	Patron states I was trying to board the bus with a bicycle and I am disabled and I was coming from the hospital I just had a hip replacement. Im lifting my bike on to the bicycle rack and he starts honking his horn and I wondered what is wrong with this guy he gives me an angry look and starts waving his hand. I get on the bus and he turns away from me. I get off to get my bike and he gives me another dirty look and stare and starts waving his hand in front of his face. He had no reason to act like that. He was in a big hurry and left someone behind and the kid was right in front of the door. I believe the employee number was 3208.
453945	5/14/2014	45 UNION/STOCKTON	CHESTNUT ST DIVISADERO ST SAN FRANCISCO 94123	ADA Patron states "The bus we were on going to get on broke down and the bus we WERE on bus came and i asked if this was the bus to get on and he said yes. When i got on he started yelling at me. he was saying Get off the effing bus, get off my bus when i was about 30 ft away. That kind of language was unprofessional. I know its hot but theres no reason to act that way. I told him to relax and he told me dont tell me to effing relax. Thats when i called you. Another driver was also telling him to relax and he was acting like whatever to her."
453946	5/14/2014	5 FULTON	1ST ST MARKET ST SAN FRANCISCO 94105	Patron states " This was the 5 Limited.... I got on the bus I have RTC card and I can not handle cash and cards while getting on the bus I got on the bus sat down he harassing me as I got on I told him I would get the fair when I sit down he kept harassing me and harassing me and telling me I have to get off at the next stop. I told him could you just wait I have to get my fair out when I sit down. HE said I need to give fair when I first get on the bus I told him I have to sit down before I pay I have a disability and RTC card. He still told me I have to get off at the next stop because I didnt have the money when I first boarded the bus. So I got off at the next stop. I felt it was harassment because I asked him If I could wait to get my change out when I sit down. When I get on the bus my balance is off a lot off time so I try to sit down to get my money out because of that. "

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453999	5/15/2014	F MARKET & WHARVES	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Patron states: Yes, I want Muni to call me on this complaint. It has happened to me more than once with the same operator on the F-Line. Today the F-Line uses shuttle buses, at Van Ness/Market 12:40pm, the same operator would not open front door for me when I knocked on the door. He would not open the door for me and my service dog. I dont need this kind of discrimination from Muni operator! I dont need ADA hearing at this time. But please call me on this. Thank you.
454094	5/16/2014	47 VAN NESS	VAN NESS AVE OAK ST SAN FRANCISCO 94102	ADA Patron states, The bus pulled up to the front of the stop. I was limping toward the bus because I have knee problems. When I got on the bus I asked the driver why didnt he pull up closer to me if he saw me limping toward him. The driver didnt respond to me at all.
454095	5/17/2014	18 46TH AVENUE	LA PLAYA CABRILLO ST SAN FRANCISCO 94121	ADA Parton states, I am disabled and I was waiting at the stop and the two busses passed me up. The first bus just didnt stop and the second bus was driving by so fast that it couldnt stop. I would like a hearing because this happens all the time.
454106	5/17/2014	K-T-L-M-S (Misc Unsorted)	46TH AVE TARAVAL ST SAN FRANCISCO 94116	Patron states I am on crutches and I was half across the street and the driver closed the door and he saw me.
454148	5/18/2014	8X BAYSHORE EXPRESS	HARRISON AND 6TH	Patron states "The driver made all the passengers step out. I am disabled. Not only me. There are other disabled here, and seniors. This is very hard. The bus number was 541. The 8x is coming now and its not going to stop because its full of people."
454154	5/18/2014	Defunct	UNK	Patron states " When I got on he said do you have a muzzle for the dog? I said, hes a service dog. He said wheres the tags at?" I told him its illegal to ask that. Then he said, "Oh no, thats the law! I said no its not, I have a copy of the law. I just sat down and he didnt say anything after that. *Customer prefers to be contacted by e-mail *Call dropped while taking report
454156	5/18/2014	44 O'SHAUGHN ESSY	EVANS & USPS	Patron states "I was sitting down waiting for the 44 and the bus just drove by, didnt slow down or anything. They didnt even look, they just passed the stop. Thats the reason you have seats so you can sit & wait for the bus. If you are senior citizen or disabled you are sitting, you are not necessarily standing. I am disabled."
454225	5/20/2014	K-T-L-M-S (Misc Unsorted)	4TH STREET AND KING STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
454227	5/20/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS STATION	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS. DID NOT CALL OUT UCSF OR 2ND STREET/BALLPARK. ALSO ALLOWED 3 ADULTS UNDER 30 TO SIT IN FRONT SIDE SEATS WHILE CHINESE SENIORS HAD TO STAND.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454246	5/20/2014	52 EXCELSIOR	EXCELSIOR AVE MISSION ST SAN FRANCISCO 94112	Patron stated: He had enough room at the back and showed him my RTC card and he kept insisting to go to the back and I said...I cant because I have a cart that I am holding. It is easier to maneuver myself from the front and not the rear because I have a hip replacement. But he keeps telling me to go to the back because there is so many people in the front. But the people in the front are young people and he could have asked them to move to the back. But he just drove off and close the door leaving me behind. I have a hidden disability. I am getting tired of these drivers...just because I am not limping or have a cane...they make me feel I am getting away from something. The drivers are not suppose to question and is against the law to ask them.
454254	5/20/2014	29 SUNSET	25TH AVE LINCOLN WAY SAN FRANCISCO 94122	Patron stated,"Im in a wheel chair the driver stopped and told me her bus can not left the seats up because there is a sign on the seats which states the seats can not be lifted. There was two drivers on the bus and they do that sometimes and not let you on the bus when your in a wheelchair."
454260	5/20/2014	38 GEARY	KEARNY	Today I boarded a #38 unlimited Geary Muni. The bus was empty and it was the beggining of the route.The driver touched my bag without permission. He further demanded that I move from my seat to accomadate the Asian female. I am also a disabled passenger and the driver shouldhave paid attention to my disabled fare on my Clipper card. After an asian female passenger who was carrying a cart bagboarded the bus The bus was dirty and there was a liquid spell..
454266	5/20/2014	45 UNION/STOC KTON	VAN NESS AVE CHESTNUT ST SAN FRANCISCO 94123	patron, " I am an elderly man, I left my cane in my car, a 47 bus came to the bus stop, and the 30 stockton stopped way back behind the 47 bus and everyone started running for the bus, bus I cant run so i raised by hand to get him to stop and he kept on going. He wouldnt come to the legal bus stop to me. I am tried and need to get home. "
454269	5/20/2014	38 GEARY	MARKET ST MONTGOMERY ST SAN FRANCISCO 94104	Driver changed the 38 to a 38L 1 minute before he got to the stop. So now any disabled patrons or any patron whio needs the 38 has to move to another stop. Muni either needs to actually change the schedule this is very unfair for all patrons who are involved. This is happening every single day, so if you need to change the schedule then do so that way patrons can figure out their bus pick ups and get to where they need to get to in a timely fashion. This is now an ADA issue and patron wants to know why this is happening as it is really hard for patrons with disabilities to have to get to another stop to get a 38. Patron just wants an answer
454338	5/21/2014	1 CALIFORNIA	CALIFORNIA ST DIVISADERO ST SAN FRANCISCO 94115	Patron stated " group of passengers standing at bus stop waiting for the bus to arrive, the bus come down California street toward Divisadero, in the right hand lane five cars were in front of the bus, the light changes to red, the cars stop for the red light, the bus driver is then behind the cars and open up the doors at that location for passengers to board. He is far away from the bus stop, and has all the passengers walk to where he is situated to board the bus. I am disabled it was difficult for me to hurry to get to the bus, he didnt lower the step for me to board the bus, and when he saw that I was disabled and having difficulties entering the bus he said nothing. As we continued east on California Street he continued to not pull the bus up to the bus stops. "

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454349	5/21/2014	14 MISSION	SOUTH VAN NESS AVE MISSION ST SAN FRANCISCO 94103	Patron stated "a 14 just passed me up and Im handicapped."
454382	5/22/2014	19 POLK	EVANS AVE CESAR CHAVEZ ST SAN FRANCISCO 94107	Disabled patron stated "I was coming around the corner people were getting on the bus patron board the bus through the back door so he wont miss the bus after boarding the bus the bus was going up hill patron had to sit down because the bus was going up hill soon after patron walk up to the operator and paid \$2 and asked the operator for transfer the operator refused and told patron that the police up the block patron is blind in the right eye and disability with his right hand shortly after patron was cited by SFPD standing at the next bus stop when patron cited by SFPD as he get off the bus the operator was laughing at him patron is disabled vet"
454391	5/22/2014	43 MASONIC	CARL AND COLE	per caller "me and this other woman were here at the stop, we went to get on the back door, the door would not open.. tried to get the driver to open the door, instead he just drove off. We waved and yelled at him but he just kept going This is the 2nd time this happened to me. I have a disability card, cant see my disability but this is again, the 2nd time this has happened to me.. " Asked if he wanted a hearing and he said "yes"
454393	5/22/2014	38R GEARY RAPID	LEAVENWORTH ST GEARY ST SAN FRANCISCO 94102	PATRON STATES: I STOOD THERE LETTING PEOPLE GET ON BEFORE ME MY FRIEND AND MY DOG IS ON THE BUS. I TOLD THE DRIVER THAT I NEEDED THE LIFT AND AFTER EVERYONE GOT ON HE LOOKED AT ME AND CLOSED THE DOORS AND TOOK OFF.
454437	5/23/2014	38 GEARY	GEARY ST POWELL ST SAN FRANCISCO 94102	patron state "I am in the wheel chair. I need the lift. the driver let people get the back door. He finally lift me up. An elderly man with a cane had to lift the chair for me and I lock my wheel chair in . when I get off I told him he should help me and he said the only way he will help me is I had to request it ."
454448	5/23/2014	Defunct	SUTTER ST BAKER ST SAN FRANCISCO 94115	I HAVE A PROBLEM WITH THIS DRIVER. HE IS PROVOKING ME. HE IS TELLING THE DRIVER THAT HE IS TRAINING THAT I DONT REALLY NEED THE LIFT. HE IS MAKING A DR. DIAGNOSIS WHICH HE DOES NOT HAVE THE AUTHORITY TO DO THIS. HE IS JUST SAYING THAT BECAUSE ONE DAY HE SAW ME PICK-UP A COIN FROM THE GROUND. I HAVE A WALKER AND I ALWAYS HAVE AN ISSUE WITH THIS DRIVER. HE IS REFUSING TO GIVE ME HIS BUS NUMBER. HE HAS BEEN DOING THIS FOR SOME TIME EVERY TIME I RIDE WITH HIM. THE OTHER DAY HE PASSED ME UP AND ACTED AS IF THE LIFT WAS BROKEN AND WOULD NOT LET ME ON."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454461	5/23/2014	9 SAN BRUNO	11TH ST HARRISON ST SAN FRANCISCO 94103	The patron states: I was boarding the bus at Costco. The driver signalled as though I should board through the rear door. I was at the front door. I am an senior and I have bad knees. This is not right. Then when I got on the bus I went up the driver and asked why he would not open the door, the driver would not acknowledge me. The driver then said, This woman is harassing me and had everyone get off the bus. The driver never gave me a reason. I am concerned of this driver, he looks like a gang person and I am scared of him hurting me in the future. This driver does not seem normal. Other drivers are very nice.
454462	5/23/2014	J-N CHURCH/JU DAH	THE EMBARCADERO STATION	customer states, I got on the train and there was people sitting in the disabled seats, Im in a wheelchair and expected someone to get up out of the disabled seat so that I could secure my wheelchair against the seat, the driver didnt tell any of the people to move, and when I said something to the driver, he said that there was space for me, but he didnt make anyone move, I dont think all those people were disabled,anyways I got off of that train and am know waiting for the next train to come, these drivers should do their jobs.
454522	5/25/2014	7 HAIGHT/NOR IEGA	HAIGHT AND MASONIC	Patron states: "A driver closed the doors on me and drove off. I am a handicapped person. Though I stood at the curb and held my arm out. She stopped well before me and let everyone else on. I walked to the entry I said you should have let me on first so I dont walk over everyones feet and she ignored me and closed the door and took off. She shouldnt be allowed to do things like that. This was not a case of it being overcrowded. Also I am a senior."
454605	5/27/2014	K-T-L-M-S (Misc Unsorted)	boarded Okakdale/Palou	No major stops/transfer points announcement by the operator
454607	5/27/2014	9 SAN BRUNO	boarded San Bruno/Bacon	did not pull to the curb to board disabled customer, DVAS not call stops at Silver nor 24th St. Opr call none. Op pulled past stop and stayed in traffic lane, despite waving at op about my obvious disability.
454608	5/27/2014	K-T-L-M-S (Misc Unsorted)	boarded Van Ness Station	No majot stops/transfer points announcement by the operator, op did not call Ballpark not Hudson/Innes.
454609	5/27/2014	K-T-L-M-S (Misc Unsorted)	boarded Powell Station	No major stops/transfer points announcement by the operator
454623	5/27/2014	27 BRYANT	8TH ST BRYANT ST SAN FRANCISCO 94103	Patron states you have a transit operator she is a female and the bus number is 8655, she is not stopping at the bus stops, she is stopping in the street, she is doing this on numerous occasions. When she puts out the wheelchair lift, she is not stopping at the curb to let the wheelchair people on. The stop at 8th St. and Bryant, she did not come to the bus stop, she was over in the second lane away from the bus stop today at approximately 11:17AM when she let the passengers board. It may be best to send a supervisor out to see how she is letting passengers off the bus and how she is letting them board.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454631	5/27/2014	9 SAN BRUNO	16TH ST POTRERO AVE SAN FRANCISCO 94103	Patron stated: "I am 60 years old, disabled, I have a cane and I was carrying a bag of groceries over one shoulder and another bag over another shoulder. We boarded through the front, she told us that there was no room, that we would have to go board through the back door. After the next stop, I noticed that there was room in the front as a bunch of patrons had gotten off. I exited the bus at the back door and went to the front door as there was clearly room in the front. She kept the front door closed, I showed her my cane and insisted that she open the front door. I saw no reason why a person with a cane could not get in at the front. I stood behind the yellow line quite comfortably, so there was room. She started berating me, continuing to ridicule me because I was disabled. I was afraid to ask for her ID number, so I started to take her picture. I got off at 21st, she continued to ridicule and berate me. She closed the door on my bag and I had to pull my bag out, and then the door closed on my hand. I had to use my other hand and foot to pry the door open so I could get my hand out. Then she opened the door for this guy who was standing in the doorway threatening me and offering to beat me up on her behalf. She continued to hold the door open for him to threaten me. I believe that the bus number was 8456."
454661	5/28/2014	38 GEARY	GEARY AND LAGUNA	Patron states "I am waiting for the outbound 38 at Geary and Laguna with my service animal. I am disabled. The 38 approached so I waved my wallet for the driver to stop. The bus blew right by me and now Im stranded here for another 30 minutes. Theres no excues for the driver to pass me up because its a well lit stop with a bus shelter. I hope the next bus does stop and I request Muni correspond with me via email only."
454666	5/28/2014	1 CALIFORNIA	CALIFORNIA	Have been late, running later each day and bus is packed between his running late and the next bus arriving. Plus both wheelchair seat sections are inoperable.
454668	5/28/2014	K-T-L-M-S (Misc Unsorted)	19TH AVE AND HOLLOWAY	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
454671	5/28/2014	9 SAN BRUNO		DVAS FAILED TO CALL OUT STOPS AT SILVER AND ALSO AT 24TH ST. OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS.
454672	5/28/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
454722	5/28/2014	23 MONTEREY	CRESCENT AVE FOLSOM ST SAN FRANCISCO 94110	ADA patron "I requested a lift so I could off board, as I have spinal problems. The operator simply refused. After she refused, she instructed me to leave the bus. I refused to off board and I then requested she contact a Muni supervisor and she refused that as well. I have multiple disabilities. Muni, Paratransit and DMV have this on file. I have my all my ada documentation with me and she still refused.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454738	5/29/2014	9 SAN BRUNO	BAY SHORE BLVD JERROLD AVE SAN FRANCISCO 94124	disabled patron stated "I was standing at the bus stop with my service dog when the operator stop the bus approx 30 feet from the bus stop nobody getting off or on patron start walking toward the bus when the operator took off patron was waving at the operator to wait before he leave"
454750	5/29/2014	54 FELTON	PHELPS AT CARROLL	caller stated I am disabled can not walk v/fast. My husband and daughter ran across the street & had just boarded the bus. I was at the crosswalk I had just made it to the middle of the street was heading to the bus . As I approached the bus to board she closed the doors & the bus took off as I was ready to board . I was in plain view of the driver and she took off. I was extremely visible. I thought she would wait for me instead she drove around me. I was practically standing IFO the bus.
454758	5/29/2014	8X BAYSHORE EXPRESS	GENEVA AVE MISSION ST SAN FRANCISCO 94112	Patron states "I got on at Geneva and Mission and attempted to get off at 1750 Geneva. I pulled the bell and the driver said I didnt pull the bell in enough time. I am legally disabled, I am really angry because this is not the first time she has done this. She was flying and busy eating sunflower seeds and talking to another frequent passenger. I was really irate; I had to walk to the top of a hill and back another half block. She should have been driving that fast, there are a lot of seniors with canes that get off at that stop, and the buses can hit someone. I wasnt the only person who wanted to get off at that stop; there were 3 other Asian and 2 Mexican ladies."
454791	5/29/2014	Not Specified	NA	Verwonda Ferdinand, Carol Lavern , Auntee and several of her co-workers and friends employed and not employed with CCSF- MUNI/ have been harrasing me via root work, magic, spirit work. Durning and after hours of work...this stems from Carol Lavern using veteran benefits that was reported by myslf to the whitehouse of these united states of america/the benefits in questioned are being sold to non military for profit...when found out a shaman was hired. Verondas Auntee at a san francisco address/ they are using that influence to bother my son, me and the rest of my family.this also stems back to the former mayor willie brown of san franciso/ the black balling of gail mitchell-dunn because she got sick on the job(bad rotar cup tear/ resulting in fibromyalgia-lupus autoimmune. for which i retired disabled and registered with the state of california retire#C4325 10-15-03...we are being harrassed day night around the clock..my daughter Akilah R. Dunn is being harrassed on the job, she is head of an agency position with the City of San francisco.....one of verondas colleage live here in this building at 215 w. mac arthur blvd./ oakland, ca. another Phillipino is here also her parking space #160..i call for the immediate dismissal and asking for retribution for the ongoing harrassment..i am disabled and under the ABA violation laws of this country, so is my son ...i would like a response and a speedy one... We are being harrassed while these people are working for the Cit and County Of Sanfrancisco.....My former cap #3146/ retired now i live as Gail Mitchell for 14 years. thank you for your attention in this matter.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454823	5/30/2014	Not Specified	NA	Patron states "Majority of the new buses does not accommodate her wheel chair. The wheel chair wont fit in the wheel chair lock 75% of the time. When you try to tie the chair down, the ties that are hooked in the bus, the ties cant be pulled out. The tie apparatus doesnt work even if you are able to pull it out & then they wont even interlock with the corresponding buckle. Then the driver have to get something out of his tool box to get something tied to the chair. It needs to tie the front & back of the chair otherwise the chair moves. You cant do all that if the person is paralyzed. Most of the bus drivers are not trained to do this. There are some instructions on the bottom of the seat, but no one can read it. The person in the wheel chair cant read it cuz its all the way at the bottom. Then the bus drivers are running late and dont want to pick her up. The whole thing is a nightmare; you are going back in time with this. Who ever is purchasing these buses are not taking in account of the wheelchair accommodations."
454835	5/30/2014	43 MASONIC	WHILE ON THE BUS.	per caller this driver almost hit an older lady getting ready to cross on a green, then he pulled in front of a car - then he was very rude to me when I was on the bus with my walker..I am disabled and I asked for the lift and he told me to get back behind the yellow line [my walker wheel was on the yellow line] he stopped the bus and refused to move till I got back. I consider this aggravated verbal assault by this driver...
454852	5/31/2014	49 VAN NESS/MISSION	16TH AND MISSION.	Patron states, "I was waiting for the 49 at 16th and mission. The bus pulled up next to a garbage can. I am traveling with a walker. I needed the lift but the Bus Driver was not able to operate the lift to accommodate me. The bus pulled away. Now I have an expired transfer. I do not have any additional money to pay another fare. I want a refund." (Call dropped)
454863	5/31/2014	49 VAN NESS/MISSION	N/A	ADA patron states "The driver of this bus is not enforcing the ADA rules of making sure that disabled patrons have a seat up front. I am disabled and I was forced to move by the driver as a wheelchair was boarding. The operator should be asking the kids with parents to move. If Matthew Westman is still in charge of of muni related ADA issues, I would like him to be contacted. I would like to ask POP officers to enforce this policy by writing tickets."
454874	5/31/2014	49 VAN NESS/MISSION	14TH ST MISSION ST SAN FRANCISCO 94103	Patron waited " I was standing at the bus stop about five feet from the door, he was behind the 14, I said please wait and we made eye contact and after a split second he chose to leave. I am very am angry. He did not perform his job function to pick up passengers. The bus was fairly empty. I would like him reprimanded because I am ADA, I cannot function and am scared of the dark. I was robbed at 9th and mission about 3 weeks ago."
454881	6/1/2014	49 VAN NESS/MISSION	UNKNOWN	Muni patron states, "This driver ignored my stop request when I pulled the bell. He left me off on 30th but I was supposed to get off 3 stops before this. I think this driver did this because he is racist. am in a wheel chair and it took me longer to get an extra \$.65 out when I boarded. It seems like this driver does not value me as a person. I just want their to be good driers who let people of where they want to get off."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
454947	6/2/2014	14 MISSION	MISSION ST RICHLAND AVE SAN FRANCISCO 94110	Patron states: 12:25pm, I was waiting for the 14inbound at Mission and Richland for 10 minutes. Vehicle number 7119. A bus gets here. I have a disabled child with cerebral palsy who is walking with a walker. When I am at the front door, the driver told me and other patron to use the back door. I pointed out that my child is on a walker. She told me there are no rooms. She wouldnt open the front door for. My girl has an asthma and she is sick. This driver wouldnt open the door. My daughter couldnt get on the bus with a walker. I told her the next bus is coming in 28 minutes. She said there is another bus coming in 10 minutes which was a lie because I have been on the phone for over 10 minutes and the next bus indicator is still showing the next 14L is still 17 minutes away. I told her my daughter is disabled. She yelled through the door saying that the seats are all used by disabled. I took a picture but it was blurry. I didnt see anybody with a wheelchair on the bus. There might have been some seniors who were on the bus. My understanding is that if there is a disabled patron, MUNI must comply and allow the disabled person to get on. There is another patron who is on the wheelchair and couldnt get on either. MUNI needs to do a better training to drivers on providing services to people who are disabled.
454994	6/2/2014	Not Specified	N/A	Patron states " I am disabled! The bus that was supposed to come at 10:30 arrived and he let 4 African American men on the bus. I had my transfer in my hand and I was showing it to him and he said "No!" and shut the door. I am disabled. This creep, left me here knowing there was not going to be another follower for another hour. Last night, a bus was taken out and I waited a whole hour for the bus. Now tonight the bus came but would not pick me up. Everyone is upset about the drivers going on the strike. They make a lot of money. Paramedics dont make that much, nurses dont make that much. They are spoiled and they are going on strike. Nothing is going to happen to them for going on an illegal strike. None of them ever get disciplined. Thats why they have the gall to do it. I dont care what you call it. It is a strike!" *customer hung up before the call was complete
455011	6/3/2014	22 FILLMORE	CHESTNUT AND FILLMORE	dvas mostly inactive. operator called out a few stops and transfer points but not all.
455013	6/3/2014	K-T-L-M-S (Misc Unsorted)	EMBARCADERO STATION	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
455015	6/3/2014	F MARKET & WHARVES	MARKET ST AND DUBOCE STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
455029	6/3/2014	K-T-L-M-S (Misc Unsorted)	EMBARCADERO	All mta employees participating in the strikeout should be FIRED. There are those of us that would happily take their jobs. They effected us in such a gross manner that they should be held civilly liable to the people of San Francisco.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455055	6/3/2014	5 FULTON	N/A	I have commented on your website previously to thank you for the safety training you obviously give your drivers, whom I have a huge respect for. Now Im not so sure. Yesterdays and todays illegal sickout put seniors and disabled into harms way. This is unconscionable. You also put me in peril: from work, my 7 mile walk home yesterday had to pass through the Western Addition. I have to go to work; thats life; thats todays economy. In the real world, those of us who dont show up get let go. I know a drivers work is hard, but not showing up and putting people at risk is not acceptable; its immoral. I happen to vote in every election. I think seniors and disabled people vote early and often also. Your drivers shot themselves in the foot here. Guess what is going to happen next time a bond measure for MUNI comes up? Tourists are already here. In their place, being this inconvenienced, I wouldnt come back. This is going to have longer term effects on our economy, which will directly affect drivers paychecks (not just their pensions) eventually. And mine, thanks so much. I frankly dont know anyone anywhere in the country who is getting an 11%+ pay raise, much less staging a two-day sick out because of it. Try my companys ever-reducing health plan on for size. Do your drivers think they are immune from this economy? Today was an election day, and the second day of the sickout. It seems ironic that the people most disposed to vote favorably for MUNI were deliberately kept from the polls today. Frankly, this seems a breach of democracy. I can tell you one thing: I am going to remember my 7 mile walk home for a long time to come, and its not going to help me be benevolent as a voter toward your drivers. I think those who did not show up to earn their pay acted in a greedy and selfish manner. They should be thankful to have a job in this economy. Bless the drivers who showed up for work and please reward them.
455094	6/4/2014	14 MISSION	26TH ST MISSION ST SAN FRANCISCO 94110	Intending ADA patron states that "we were waiting at a bus stop at 12:30pm and the operator said the disabled seats were taken. An hour later at 19th and Mission, the same operator tried to say the same thing. The operator doesnt want to do his job". According to the ADA patron, the operator did not ask priority seats to be vacated".
455108	6/4/2014	7 HAIGHT/NOR IEGA	MARKET ST VAN NESS AVE SAN FRANCISCO 94103	Customer states: I am in a wheelchair and the lift was able to get me on the bus but not let me off. Everyone had to be removed from the bus. We are in the middle of the street waiting for MUNI to come. Also, the clips that tie the wheelchair down have not been used in a very long time, the driver had to struggle to get them to work properly. The elevator at Civic Center and Powell are not working.
455138	6/5/2014	21 HAYES	MARKET ST BATTERY ST SAN FRANCISCO 94104	Caller says that the driver closed the door on them as they were getting off the bus. Caller says when the doors closed that the yelled very loud for the back doors to open. Caller says that they were not injured or hurt by the doors but they did have a sprained ankle from before and had walk back two the bus stop from Davis St.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455335	6/9/2014	Not Specified	FOREST HILL STATION	PATRON STATES HE IS DISABLED, SOMEONE HAS BEEN THE RESTROOM SINCE 5:35AM, PATRON HAS GONE TO THE STATION AGENT TO INFORM HIM THAT SOMEONE IS IN THE BATHROOM AND HAS BEEN SINCE 6:07AM, PATRON STATES THE STATION AGENT IS IGNORING PATRON AND CONTINUES TO READ HIS PAPER, PATRON STATES HE ASKED THE STATION AGENT IF HE COULD GO TO THE RESTROOM TO TRY AND GET THE PERSON OUT AND THE STATION STATES HE WAS NOT INTERESTED.
455338	6/9/2014	18 46TH AVENUE	33RD AVE AND CLEMENT	The ADA Patron stated: I got on the bus around 33rd Ave and Clement or Balboa. "When I got on I had my service dog, before I got to say it was my service dog he asked "Is it a service dog?" and I said, "Yes indeed". The driver yelled down the isle " I can ask you what ever I want to ask you!" As I was getting off the bus the driver shoved his shoulders against mine trying to prevent me from getting off the bus. He scared my service dog. My service dog is not used to violence, it was trained in a non-hostile environment. How are MUNI drivers able to drive buses without knowing the ADA Laws? If they are trained in knowing the ADA Laws then thats even worse.
455340	6/9/2014	18 46TH AVENUE		The ADA Patron stated: "When i got on I had my service dog, before I got to say it was my service dog he asked "is it a service dog?" and I said "yes indeed". (Call dropped before complaint could be recapped or if an ADA hearing could be offered).
455408	6/9/2014	45 UNION/STOCKTON	5TH ST MARKET ST SAN FRANCISCO 94102	Patron stated" Im legally blind, I work with the public it certain things you are able of doing, I ask the operator does this bus go to 3rd and Harrison and he said yes, and we get to Cal train he told me to get off the bus, He told me this is Cal train to get off the bus, I was sitting in the front of the bus and a wheelchair person was getting on the bus and so he told to get off at the back of the bus I said you should let me off first and then let the wheelchair person on next. He tells me with a red/white cane to go to the back of the bus. Why would you have a person with a with got to the back of the bus, I get off the bus and I happen to notice it looks like a meter maid and I say excuse me how do I get to third street and Harrison from here, he mumble something and I did not understand and so I got off the bus. When I finally get to third and Harrison and I notice I heard a bus on that street coming down that way it probably was a 30 or 45. After walking four blocks I heard and bus coming towards me he puts me off on Cal train even tough he told me he went to third and Harrison, this is why I am complaining".
455411	6/9/2014	22 FILLMORE		Patron states "I am unhappy with the decision with blocking off the priority seating in the electric busses. I suggest creating a partition. You can replace the seats with longer ones."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455418	6/9/2014	7 HAIGHT/NOR IEGA	17TH AVE LINCOLN WAY SAN FRANCISCO 94122	ADA patron states that "I got on the bus at 9th Ave. Im trying to get off at 17th Ave. The bus stopped at 15th Ave. As the bus was pulling away, I pressed the request stop button, I made my way to the front of the bus, I am disabled and I needed the bus to kneel so I can step down. As we approached 17th Ave. the bus operator did not slow down or move over to the stop and went straight pass it. I immediately asked the operator if he was going to stop and the operator came to stop 3 quarters of the way to 18th Ave in a lane of traffic and let me off. This is not the first time it has happened".
455446	6/9/2014	27 BRYANT	ELLIS ST MASON ST SAN FRANCISCO 94102	The patron stated, "It was vehicle 8750 and I was at the stop and I thought she was going to put the lift down for me and she took off. With my power chair I went down to 5th and Market and was 5 feet from the front door and said, Maam, I need a bus and she closed the door again and she took off again. At Ellis, she was at an angle because she did have to come around another, non-MUNI vehicle in the stop. So about 3/4th of her vehicle was in the stop and the rest hanging out, but she could have taken me." 311 CSR asked if the operator had said anything to the patron and the patron stated, "At Mason she said something to me but I couldnt hear it. But she didnt say anything at 5th and Mission."
455456	6/9/2014	9 SAN BRUNO	Cortland Avenue	patron stated, "The driver came all the way at Santos & Velasco, I am legally blind, I am walking with a cane and I can't see, the driver said this is the last stop and I am going home. And he made me get off the bus. I was going to go to Sunnydale up the hill."
455458	6/9/2014	K-T-L-M-S (Misc Unsorted)	OCEAN AVE.	ADA PATRON STATES, I AM DISABLED A THIS DRIVER KEEPS ON DOING THIS EVERY NIGHT CAUSING ME TO MISS MY CONNECTION TO THE 24 BUS LINE. THE TRAIN IS SCHEDULED TO LEAVE OCEAN AND DORADO TER AT 11:46 PM AND IS SUPPOSE ARRIVE AT CASTRO STATION BY 12:02 AM. TONITE THE DRIVER STOPED AT WEST PORTAL STATION AND WAITED FIVE WHOLE MINUTES, MAKING ME MISS MY CONNECTING BUS. THE BUS ARRIVED AT AT CASTRO AT 12:08 AM AND NOW I HAVE TO WALK UP THE STREET. THIS HAS HAPPENED MORE THAT ONCE, IT HAS BEEN HAPPENING ALL WEEK.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455465	6/9/2014	14 MISSION	609 MISSION ST SAN FRANCISCO 94105	<p>Patron states I was heading downtown on the bus 14 bus # 7122. There were some difficulties when I got on with the bus driver being difficult with where I was going to place the card. I came through the bus saying disabled person and parked my cart in the place where the seats for the disabled are kept up. there was a guy who was spilling his coca cola and swearing and bugging everybody next to me. Then I looked up and I realized I was suppose to get off the bus. So I pressed the button and tried to get the driver to stop and he said nobody needs this stop right and I had pressed the button. I really didnt know where he was going to stop I was trying to make it to the front of the bus because I was going to use the lift because I have brain damage and other disabilities. He stopped suddenly and I went flying and I smashed my hands and legs and ended up on the ground. I ended up in the hole where the soda pop was where the seats for disabled stay up all the time. Some people were helping me, and the driver came back and no give me your hand and pulled me up. Everybody got the stuff and me off the bus. I think somebody helped me walk. The driver just kind of sped off. He got me off the bus and I was leaning against a tree and then I had to lay on the sidewalk. I called my friend she wasnt answering so I got to our meeting spot and she helped me get to 649 Mission St. 3rd Flr and they have helped me for about an hour and a half. I think I will be able to make it to accupuncture. They want us to leave so we are going to leave now.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455500	6/9/2014	POWELL/MASON CABLE CAR	OFARRELL ST POWELL ST SAN FRANCISCO 94102	<p>Patron states " At the time I mention and location I mentioned I boarded car # 25 at the location I mentions as I was getting on the back the rear of the car another cable car operator had stood at the back of the cable car to the rear and motioned for me to get in the other cable car operator I believe was going to work . I entered, the cable car conductor instructed me go to the side of the cable car in the back. The conductor that asks me to do that was 2009, he was in the back collecting fares. I also noted there was addition room in front of him in order to accommodate other passengers so I would of done what I usually do I would go in the cabin and there would be enough room for passengers to stand. There were twenty four passengers out of thirty two in the interior. The conductor makes his way to the front and the rear in between the people that are standing. In the very back of the cable car is a small space to stand, The conductor asked me to stand back there I was confused that there were so many open spaces I tried to go in, This is all while people were entering the cable car, I inquired of conductor 2009 why he wasnt going to let me come further, and while that was happening the cable car grip person in the front ordered me to get off the car, I stayed were I was for all intense purposes I was a paying passenger because I displayed my clipper card when I stepped on the cable car. The cable car conductor directed me were to go. However the grip man 2080 insisted that I get off the cable car he didnt know that the conductor had told me to go to that certain area. He stopped the cable car, he froze the operation of the line because I would not get off. . I have per believed Muni policy I believe have every right to remain on the cable car and complete my travel. I had found a place while we were waiting inside the cabin that was unoccupied. I was at a seat so I could better document the events. As the car was not moving I continued to try to fully document the events. Two police responded, Office Nguyen Badge#1799 first responded by getting in the cable car while I was documented information, I continued documented the information and office Green Badge #2362 entered the cable car and forced me off. I have a documented disability; the disability is that I can not stand in lines. I exercise my rights by boarding the cable car and was forced off by the grip man. This is a violation of the Americans with Disabilities Act. Further most Muni Cable car personnel understand and due not delay the trip. In violation of ADA law the trip was delay per police intervention but after I explain the incident to them they released me. This is the second occurrence of being unfairly asked to leave the cable car by the same cable car operator. I wish, to short of a court of law, I would like</p>
455502	6/9/2014	7 HAIGHT/NORIEGA	17TH AVE LINCOLN WAY SAN FRANCISCO 94122	<p>Patron stated"I am disable I was on a crowded bus the majority of the priority seating where taken a wheel was boarding and the driver requested seats to be made available for the wheelchair, thankfully there was other seats made available for people who where displaced, a few stops later another wheel chair boarded and this time additional seats were unavailable however people were still ask to move, my request is a representative from MUNI clarify the policy as to how access to the priority seat area is determine and what happens if a wheelchair is not able to board due to the seats already being taken". Patron would like to receive a call back from MUNI regarding this issue.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455504	6/9/2014	7 HAIGHT/NOR IEGA	HAIGHT	<p>The driver of bus 5416 pulled ahead of the stop on hate at Divisadero since a private bus was blocking the bus stop area. I had to hurry to catch up to the bus before it closed its doors, however I was a bit slow because I had surgery on my right wrist and am in a surgical cast that extends beyond my elbow and is in the sling. I arrived at the door is just as they were closing and the driver be grudgingly open them back up. I boarded and only had time to try to swipe my clipper card once before the driver started moving at full speed. Since I had a bag in my left hand and cant use my right hand I was holding onto the bar next to the driver with a few left hand fingers. After driving more than one block I turned him and asked if this is how he normally treats injured passengers. he stopped hard on the brakes and said fine which I guess was my signal to go get a seat. He started moving before I was able to sit down but I still managed to sit. The driver very clearly saw that Im injured and didnt wait just 10 seconds at maximum for me to get a seat before driving and he did not offer any kind of apology which makes me confident this was not an oversight. I hate to think of how difficult he made that bus right for me and Im only injured for short period of time. How is he treating other injured passengers? Honestly all I want is an apology. Im still in pain from the surgery and the driver caused me physical pain during my struggle not to fall over. Plus he treated me like an inconvenience. Thats just not appropriate - Im a respectable citizen of this community. Apologies for any misspellings Im using a voice activated service since I only have one working hand.</p>
455510	6/10/2014	F MARKET & WHARVES	MARKET AND GOUGH	<p>PATRON STATES SHE IS DISABLED I WAS WAITING FOR THE BUS, ANOTHER PATRON GOT ON IN FRONT OF PATRON, THE PATRON THAT GOT ON AHEAD OF THE PATRON STATED SHE DID NOT HAVE HER FARE, THE DRIVER ALLOWED THE PATRON TO SIT DOWN, WHEN THE PATRON GOT ON THE BUS THE DRIVER ASKED FOR PATRONS FARE AND PATRON STATES SHE HAD TO SIT DOWN TO GET HER FARE OUT, SHE PRODUCED A LATE NIGHT TRANSFER AND THE DRIVER WOULD NOT ACCEPT IT AND TOLD PATRON TO GET OFF THE BUS. THE DRIVER REFUSED TO MOVE THE BUS. PATRON STATES THAT THE DRIVER MADE A SMART REMARK "CRACKER" OR SOMETHING OF THAT NATURE. PATRON STATES THIS IS RIDICULOUS AND UNACCEPTABLE. PATRON STATES I DONT WANT TO NOT HAVE TO TAKE MUNI BECAUSE THE DRIVERS ARE BEING RACIST.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455537	6/10/2014	24 DIVISADERO	3RD ST PALOU AVE SAN FRANCISCO 94124	Patron states the driver ask me for my picture ID.I am disabled.I should not have show my ID to the driver.I had this problem with this driver on the T Train before.He called me a little boy.This Muni rule needs to change were they need to see your ID.I had a appointment with a ADA coordinator.I should not have to explain my disabilities to Muni or anyone else.Its no ones business what disability I have.I shouldnt have to prove Im disabled.I no longer take the t train to avoid this driver.Now the same driver is harrassing me on the 24 Divisadero.I should not have to prove to anybody that Im crazy.Im not a danger to anybody.I should not have to show my ID.Wheres your ID.Thats embarrassing to show my id to scrutinize me.It angers me that after my girlfriend pays her \$2 fare.I pay my .75 cents fare and the driver questions me.Its not fair.That she pays her \$2 fare and doesnt get questioned about her paying her fare.Its humiliating to me.The driver has no authority.This is causing havock in my life.Today after I paid the fare the driver told me to get off the bus.He did not give me a transfer.I am walking now.This is not right.I am going to call everytime this happens to me.
455539	6/10/2014	38R GEARY RAPID	33RD AVE GEARY BLVD SAN FRANCISCO 94121	wheelchair caller states "she didnt pull into the zone. she let peoples on and off the bus. I ride up to the door and ask her what am I suppose to do and she said take the next one and she pull off "
455540	6/10/2014	24 DIVISADERO	3RD ST PALOU AVE SAN FRANCISCO 94124	Patrons states "I will complain every single time someone asks to see my ID to prove ligimatly that I am who I say I am. I use my Medicare to obtain the disabled discount and I never have a problem except with the particular driver. At every single bus stop it states to show the Medicare card, not my Medicare card with id." 311 had to release line, caller continued to use profanity, 2 warnings given. Unable to read back S/R"
455549	6/10/2014	F MARKET & WHARVES	CHESTNUT ST & EMBARCADERO ST	Patron states "I am disable and the bus passed me up and it wasnt that full there was room there was enough room for me to get aboard."
455574	6/10/2014	K-T-L-M-S (Misc Unsorted)	SAN JOSE	After being very very late and making everyone sit in the train at Balboa Park, driver called the police on a woman whose service dog had been sitting on the seat next to her. The dog had service tags. He made the entire train wait until the police showed up, and then managed to lock himself out of the driver cab. He then tried to argue with the police and the woman when they told him that it was in fact a service dog and that he had to actually get to work. The whole thing lasted over 30 minutes; the whole time he only had the very back door open, and wouldnt open any other doors for people who wanted to get out without going through the altercation. I didnt get the drivers ID; the train number was 1526b.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455575	6/10/2014	29 SUNSET	25TH AVE GEARY BLVD SAN FRANCISCO 94121	Patron states: "I boarded the bus with a quadupelagic in a wheelchair. He asked if we needed any help. I said yes because the wheelchair would not click into the lock. Then we got into a long discussion about this lock. I asked him for the temporary lock in his toolbox and he said he cant help me that I had to do it myself. This was after asking me if i needed help. Then he threatened to not move the bus at all and stay there if I wasnt able to get the wheelchair to lock in because he couldnt help us, which I know is a lie. I told him that we already had an ADA complaint concerning the buses not being compatible to all wheelchairs. That not operators or patrons properly use these locks. I eventually tried to restrain the wheelchair with a strap. The Operator then removed the strap off the wheel and wrapped it on the frame. Meaning that he had some sort of training on do and donts with ADA equipment. The main reason I am calling this in is because if the operator thinks he can get away without helping ADA patrons hell tell all his buddies and we wont have any help. The new buses are designed differently and the Operators need to be trained properly for this. I would appreciate our hearings at the same time with thecomplaint we had concerning this last week."
455576	6/11/2014	K-T-L-M-S (Misc Unsorted)	ULLOA ST WEST PORTAL AVE SAN FRANCISCO 94127	Muni patron stated: "I am a disabled muni passenger, and the problem I have with the muni operator for the K and/or the M is that they wait for at least 5 minutes at the West Portal Station while doing nothing. When I asked the K Muni driver and he said the train broke down. I suspected that there was nothing was wrong with the train because 2 nights ago I made the same complaint regarding the same situation. When your driver just sit at West Portal at about 11:40 p.m. to 11:42 p.m. by the time the train gets to the Castro Station, it would make me late for my connection with the 24 bus to the pacific height."
455608	6/11/2014	38R GEARY RAPID	OFARRELL	i alerted the bus driver the passenger next to me was lighting a crack pipe and smoking crack and blowing crack smoke at me - his reponse was 100% total ignoring me as well as made the bus idle for several minutes at the same stop - HE NEVER ACKNOWLEDGED THE DANGER AND THREAT AND DID NOT REQUEST THE PERSON PUT THE DRUGS AWAY OR GET OFF THE BUS-NOTHING. As a disabled person - i dont think this would define reasonable accommodations on ANY level. i have made a phone report and will be visiting the ER at the hospital. ptn gave bus #6145 or 6146 mw
455640	6/12/2014	Defunct	SUTTER ST BAKER ST SAN FRANCISCO 94115	Caller says that they caught the 2 Clement bus number 8227, and the lift does not work. Caller said that they had to climb on the bus with a walker, and that they had trouble getting aboard the bus. Caller going to have to climb off the bus at Van Ness. Caller fears that they will fall getting off the bus. Caller says if they do fall they will sue Muni. Caller says that the bus should not come out the yard, if there a broken lift and the lift should be working before it leaves the yard. Caller says that she pull the bus out of service because it fully functional, and not useful to person with disabilities. Call Dropped, But caller said they do not want a hearing, just a bus with a lift that works.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455646	6/12/2014	41 UNION	HOWARD ST MAIN ST SAN FRANCISCO 94105	Patron states, "The driver would not stop. He turned off Main Street. I took the bus from Davis and California at 6:50PM which I take everyday and get dropped off at the Transbay Terminal at Howard and Main. The bus number was 8014 and the driver was an Asian male. He said this isnt the 45, this is the 41, and I told him where you are on the 45, the 45 doesnt even come by here. This driver was very rude. I told him I was going to complain and he said he does care and I said, Oh really? You should care if you want to keep your job. I have a medical issue and I had to walk back. I would fire his ass. Im tired of these Unions protecting these people, when they dont provide the service we deserve. "
455659	6/12/2014	J-N CHURCH/JU DAH	ON THE TRAIN	Patron states: I am legally blind. I got on the J outbound at Van Ness Station. The driver didnt call the stop until it got to 24th Street. I didnt know where I was going. I asked him where we were. He said 22nd Street. I asked for the train number. He was hesitant at first but told me train number is 1495. He then told me to sit down. I told him I am getting ready to get off. He told me to sit down. I told him you finally follow the rules. He said he always follow all the rules. I told him he didnt call stops. As I was getting off, he asked me in a very sarcastic way if I need any help. I had a guide dog with me so he has to know that I am blind.
455662	6/12/2014	K-T-L-M-S (Misc Unsorted)	LAGUNA HONDA BLVD DEWEY BLVD SAN FRANCISCO 94116	Twitter patron states: Overhead announcements at Forest Hill not functioning. (Still) 06/11/14 1115
455670	6/12/2014	45 UNION/STOC KTON	STOCKTON ST PINE ST SAN FRANCISCO 94108	patron stated "I'm upset that the changes for the 30 stockton because I am disable and the changes are ADA related and it makes it hard for disable persons to catch the bus. Customer would like to be contacted by friday june 13 2014
455686	6/12/2014	K-T-L-M-S (Misc Unsorted)	KIRKWOOD / LASALLE	DIDN'T CALL OUT STOPS
455693	6/12/2014	38R GEARY RAPID	NA	Patron stated "He told me to shut up because I was a stupid disabled passenger. Its bad enough I lost my job due to a disability, then I have to deal with drivers like this. He smells like alcohol. I asked him to decelerate because there are people on the bus with nerve damage. He turned around and said youre stupid. I said Im not stupid Im disabled. He said leave me alone, I dont want to talk to the public. Hes driving eratic. He said hes been driving for MUNI for 17 years."
455711	6/12/2014	31 BALBOA	21ST AVE BALBOA ST SAN FRANCISCO 94121	patron stated, "The driver is drunk, the way that the driver is accelerating and decelerating, there are people here with nerve damage. The driver stopped too fast and I am injured, I have a service dog and I am going to have to call an ambulance. That is way after I told him to stop driving illegally and he was going way to fast."
455732	6/13/2014	49 VAN NESS/MISSI ON	VAN NESS AND MCALLISTER	DV AS NOT WORKING , OPER NOT CALL ALL REQUIRED STOPS . HAD TO WAIT SO LONG FOR THIS RIDE BECAUSE AT 12:7 PM INTERVENING #49 (7054, RUN # 324) TOO FULL TO GET A SEAT.

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455749	6/13/2014	19 POLK	POLK ST SUTTER ST SAN FRANCISCO 94109	Intending ADA patron states that "operator stopped at the bus stop but wont open the door. There are still plenty of room at the back. I was in front of the bus and I talked to the operator on the window side of the operator asking why he wouldnt open the door and operator responded that the bus was full. I was telling the operator that the bus was not full. When the light turns green, I moved away and went back to the sidewalk".
455774	6/14/2014	7 HAIGHT/NOR IEGA	4TH ST MARKET ST SAN FRANCISCO 94108	Patron stated " The bus pass right by me and didnt stop. I been having trouble getting drivers to use the lift or ramp on the bus going down market and mission street. They are very rude about using them. I am handicap and have a cart that is very heavy and want I to use the ramp or lift to pick up not the driver or another passenger. Another thing is that the buses are stoping behind street cars the F line if you handicap you have to run at the end of the island are the bus wont pick you up if.
455777	6/14/2014	5 FULTON	JONES ST MCALLISTER ST SAN FRANCISCO 94102	ADA Patron States: I got on the bus with my wheelchair I was putting my fare into the fare box and as soon as he gave me my transfer my chair went up in the back. He was lifting the wheelchair lift while I was still there in the front. it raised the back of my chair and I almost fell out of it. I am sure it is on camera what he did. I was very much shaken up, it scared me. He didnt apologize or anything. I could have been really injured from him doing that. That should not have happened to me. He should have waiting until I cleared out of the area.
455818	6/15/2014	31 BALBOA	LARKIN ST EDDY ST SAN FRANCISCO 94109	Patron stated"So I was waiting at the bus stop for 15 minutes for 31 Balboa he did show up on time so when he pulled up at the bus stop he looked at me and he looked at my dog and he tried to take off so I started yelling, I guess some other people where yelling to and when he stop the bus to open the door he start yelling at me and then at that time I said you see me standing here and he said he seen me walking and the dog walking off and that was not true so then we were shouting back and fourth and I said leave me alone and be quiet and then he said make me be quiet and then he kept on yelling and I just shout up and did not say anything and then he finally stop talking after he got the last word and we go three blocks up the street and conviently the bus breaks down so Im walking to my grandson and daughter for fathers day and I dont know if this guy is a bus driver or not he had on dirty light brown T Shirt, Dark pants and I have never seen a bus driver look like that, so I could not give you a badge number".
455850	6/16/2014	5 FULTON	6TH AND FULTON	PATRON STATES "I have no complaint against the driver. Im tired of getting off on 6th Ave, the bus goes to 8th Ave to turn around, why not let us ride down there. Some drivers let us ride down to 8th Ave and some make us get off at 6th Ave. Im disabled and have a broken ankle; I cannot walk no two blocks. Im tired of going through this, let me have a hearing."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455879	6/16/2014	9 SAN BRUNO	N/A	Patron states " I am have been problem with Muni. I have a 6 year old who has cerebral palsy. I want to know what the protocol is. This is the 3rd issue this month where there bus driver was going to leave my disabled daughter. That was the last two times. We got on this time but the bus driver drove off with me and my draught on the illegal side of the yellow line on the bus. There was a lady with 6 bags. He did not ask her to move to and my baby could not get past her. The driver did not do anything to make room for my daughter. This happens constantly with my little girl. If can be relayed in a meeting that a person with a disability should have priority. Maybe there needs to be a protocol for children with disabilities. The bus driver was actually kind of nice. But he was just scary and didnt want to speak up to ask the woman to move." *Customer would like a Muni Supervisor to call her back.
455904	6/17/2014	43 MASONIC	MASONIC AVE GOLDEN GATE AVE SAN FRANCISCO 94118	Disabled patron stated "The operator was busy talking to another off duty MUNI operator on the bus patron rang the bell at Masonic & Fulton to get off at Masonic & Golden Gate but the patron off at Masonic & Golden Gate, patron told the operator what he did patron could not hear what the operator said to him patron believed the coach #8175 or 8075.
455920	6/17/2014	14 MISSION	MISSION ST 5TH ST SAN FRANCISCO 94103	ADA Intended Patron states, "I was waiting her for the 14 OB, the bus came and Im disabled with a cane, I tried to get up to the front to get onto the front entrance. I put my cane out to try to hold the door and I was pounding on the window, the driver just drove off with my cane stuck in the door, he never looked at me. My cane is a collapsible, metal black cane. This is outrageous, I WANT MUNI TO FOLLOW UP WITH ME."
455923	6/17/2014	49 VAN NESS/MISSION	SOUTH VAN NESS AVE MISSION ST SAN FRANCISCO 94103	ADA patron states that "the operator was talking smart to me. Operator asked me to get off the bus and I refused to get off. I told him that I will make a complaint against him".
455939	6/17/2014	J-N CHURCH/JUDAH	46TH AVE JUDAH ST SAN FRANCISCO 94122	ADA patron states that "I am crossing the street to catch the N Judah and people are still boarding. The operator saw me and made some gesture that means "so what". When I got to the bus shelter, the operator let me in. But still, the operator put his hands in the air which means, "now what?". Also, a lot of operators dont let the people sit down before they go. Operator was talking back to me because he knows that I am complaining about him."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
455990	6/18/2014	38 GEARY	GEARY	An older African American Man had got on the bus and had sat down in the back. An Asian American enforcement officer approx. 30 years of age 510 175lbs. blk hair with black sunglasses came to the back of the bus and said let me see your buspass. The man said I just showed it to you already and I am not going to do it again but even though he was upset the passenger showed the enforcement officer the pass again and told him it wasnt fair he had to do it twice and then the officer then demanded the man to get off the bus. The officer began yelling and threatening the older gentleman that I was sitting next to and I became fearful that he might try to harm him until I was relieved that he didnt have a firearm. Several other passangers were telling the enforcement officer to leave the passeneger alone who now at this point became highly escalated. So much so that the head inspector, a heavy set brown skinned Latino male mid forties on the their crew came back to the scene and tried to difuse the scene ans made it worse by asking the man to show his card again! Which really upset him at this point and inspector apologized but the Asian American enforcement officer kept arguing with the older African American man and kept posturing towards him as if he wanted to hit him or to fight which was very scary for me to wittness because I was in the middle of the situation. The Inspector kept telling the officer to leave it alone and to walk away but he wouldnt do it and finally he headed towards the front of the bus but he kept looking back angrily in the direction of the old African American Man. When the African American man got off of the bus he was heading down the street, his back was turned and didnt see that the Asian American enforcement officer had jumped off the bus with the others and started walking quickly towards him as he turned the corner as our bus sped off.
455998	6/18/2014	9 SAN BRUNO	4TH AND MISSION	Muni patron states, "I was not accessed to public accomodations on June 18th at 1:30pm and I would like the video pulled."
456000	6/18/2014	45 UNION/STOCKTON	MARKET ST 5TH ST SAN FRANCISCO 94102	Patron states I am in a wheelchair.I was at the bus stop.The driver stopped passing me up.The driver pulled foward all the way to the end of the bus zone.Normally the drivers stop right in front of you.I dont understand why the driver have to take out their anger with the passengers.Please tell the drivers they should have more compassion toward the passengers.
456006	6/18/2014	48 QUINTARA/24TH STREET	24TH ST CHURCH ST SAN FRANCISCO 94114	patron was waiting for the bus, bus arrived and he was the last person to get on the bus, and the back door closed on him. and he put his arm to keep the door from closing but the doors closed on him with his arm inside to the elbow, and doors would not open and he started screaming to the driver asking him to let him off the door and the driver but the driver kept him there for about 2 minutes doing nothing, patron managed to put his foot inside the door, at this time someone came to the front door and the driver opened the door and patron was able to get in, patron told asked the driver why would he do that him, and if he did not hear him screaming, the driver told him to get off the bus and pushed the panic alarm for the police to arrived, passengers started getting off the bus, patron got out of the bus and waited outside for the police, he asked the driver for his ID and the bus number but the driver did not give him any information. but police never arrived and the driver took off with an empty bus.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456020	6/18/2014	41 UNION	BEALE ST HOWARD ST SAN FRANCISCO 94105	ADA patron states "The operator turned off Main Street. I took the bus from Davis and California at 6:50PM which I take everyday and get dropped off at the Transbay Terminal at Howard and Main. The bus number was 8022 and the driver was an Asian male. He said this isnt the 45, this is the 41, and I told him where you are on the 45, the 45 doesnt even come by here. This driver was very rude. I told him I was going to complain and he said he does care and I said, Oh really? You should care if you want to keep your job. I have a medical issue and can not walk very far but this driver does not care and is the only driver who will not all the way to the end of the line."
456107	6/20/2014	22 FILLMORE	MISSION AND 16TH	ADA PATRON STATES, I AM DISABLED AND I PAID MY FARE FOR THE BUS AND THE DRIVER REFUSED TO GIVE ME A TRANSFER. THE DRIVER WAS VERY RUDE TO ME.
456114	6/20/2014	Defunct	BUSH ST MONTGOMERY ST SAN FRANCISCO 94104	patron states "Bus driver stopped middle lane, not at the bus stop and waited 5-7 seconds and started to drive off. I asked him why he did not open the door. He said nobody pulled the cord, he was not going to stop if nobody pulled cord. I said this is an automatic first stop for an express bus. All the express busses stop here. He said nobody pulled the cord, so I am not going to stop. I said you have got to be kidding and he said no one pulled the cord and he kept driving. I said you were in the middle lane and I thought you were going to pull over closer to the sidewalk. He said no. Someone did pull the cord for the next stop. As I got up, I said now you are making me walk further, I walk a cane. All the drivers I have had have been really good drivers, cordial, polite, commendable."
456245	6/23/2014	22 FILLMORE	3RD ST MARKET ST SAN FRANCISCO 94108	I have experienced problems with all the MUNI Stops on this line from 3rd & 4th Street and off at 9th Stret. I usually catch the bus at about 8AM. I see there is a problem that has occurred ever since MUNI Operators did their "Sick Out". Ive noticed that the lifts on MUNI buses have been either rusted or out of service. Also the attitude of the drivers have changed and they are refusing to use the lifts even though the lift do work, and the operators are also rude and discourteous. I take the bus several times a day and see this happening all the time. When I finally get the operators to use the lift for me The drivers have other passengers cut me off and get ahead of me, and the drivers dont tell the passengers to wait for me to board or de-board first. The drivers dont tell the other patrons to stop harassing senior and disabled. I want there to be more accountability from MUNI. They should have MUNI policing the activity and the attitudes of the drivers and not leave it for the poor and disabled to monitor or "police" this.

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456246	6/23/2014	7 HAIGHT/NOR IEGA	7TH ST MARKET ST SAN FRANCISCO 94102	I have experienced problems with all the MUNI Stops on this line. I see there is a problem that has occurred ever since MUNI Operators did their "Sick Out". Ive noticed that the lifts on MUNI buses have been either rusted or out of service. Also the attitude of the drivers have changed and they are refusing to use the lifts even though the lift do work, and the operators are also rude and discourteous. I take the bus several times a day and see this happening all the time. When I finally get the operators to use the lift for me The drivers have other passengers cut me off and get ahead of me, and the drivers dont tell the passengers to wait for me to board or de-board first. The drivers dont tell the other patrons to stop harassing senior and disabled. I want there to be more accountability from MUNI. They should have MUNI policing the activity and the attitudes of the drivers and not leave it for the poor and disabled to monitor or "police" this.
456291	6/24/2014	22 FILLMORE	16TH STREET AND CHURCH STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
456292	6/24/2014	22 FILLMORE	16TH STREET AND MISSION STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
456298	6/24/2014	49 VAN NESS/MISSION	MISSION STREET AND 24TH STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
456299	6/24/2014	14 MISSION	MISSION STREET	OPERATOR STAYED IN THE TRAFFIC LANE, RATHER THAN PULLING THE BUS INTO THE BUS STOP AT MISSION AND 22ND STREET. SENIORS, ONE WITH A CANE, HAD TO GET OFF AND ON IN THE STREET.
456306	6/24/2014	49 VAN NESS/MISSION		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
456308	6/24/2014	14 MISSION	MISSION AND CORTLAND STREET	DVAS WAS NOT ON. OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS.
456332	6/24/2014	45 UNION/STOCKTON	JEFFERSON ST DIVISADERO ST SAN FRANCISCO 94123	ADA patron states that "I waited for the bus for half and hour and no bus showed up. Around quarter to 3, there were 2 busses that cut back on Francisco that was 10 minutes apart. There was no service down from Francisco of period of 40-50 minutes of that day. I am disabled with a cane, I am 83 years old. I have to walk from Jefferson and Divisadero all the way to Chestnut and Divisadero, about 6 1/2 blocks and boarded the bus exactly at 8 minutes after 3. That was the second bus that did the cut back on Francisco. When I asked the operator on what happened, the operator said because of the construction on Broderick, I dont know what that means. The bus # was 5504".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456334	6/24/2014	14X MISSION EXPRESS	MISSION & SILVER	<p>Patron stated " On numerous occasions this is the 3rd time I called on this issue. The corner of Silver and Mission. When the 44 bus is disembarking at the same time a 14L is at the stop sign. The 14L never wait for the passengers to disembark and get on there bus. The bus driver even threw up his hands liek to say what the hell. Because he obviously didnt care that there were a bunch of people going from the 44 bus to the 14L. And he took off. This happen at least the 2nd time I called on this very issue. I never heard back from you guys this is unacceptable. Especially as a person with disabilities."</p>
456377	6/25/2014	45 UNION/STOC KTON	FILLMORE AND CHESTNUT	<p>Dear Muni, Im Leslie Udland, a long time Marina district resident on Broderick and Chestnut for 42 years. Im writing to make sure you know how the Muni 30 Stockton Terminal project is negatively impacting the lives of seniors in the Marina. Having watched Muni over the years, this 30 Stockton Terminal is one of the dumbest ideas I have ever heard of. The 30 use to stop for driver breaks at Divisadero and Chestnut. This made sense because it was now going in a different direction. Now...we are forced off the bus at Fillmore and Chestnut. Yes..we have to get completely off the bus! I ride the 30 in the afternoon and evening when people are heading home. There are 30+ people who are wanting to go down Chestnut Street. After the bus is emptied, it sits for 15 minutes. This new "terminal" and interrupts the flow of the commute. This new terminal is not equipped to assist seniors due to low/no street lighting and forces seniors to exit in an area not accessible for mobility needs. In addition, seniors are forced to wait up to 15 minutes in the freezing cold until a bus is back in service. The worst was a week ago when I was out at night with my 76 year old mother. There were two 43 busses in the space and the 30 had to stop in the street. We were told to get off and my poor mom had to cling to the rails to get down the bus steps and then try to land on the street...in total darkness. Yes...there is no lighting in the area so your forced to exit in the dark. I called Muni to complain. When I was connected to the number on the bus shelter sign, I was surprised that this person was suddenly "on vacation" and we had to call another person. I did, left a message request a call back and never heard back. I called a second time, left a message and never received a call. I hope to see an investigation about why this was even thought to be a good idea. Muni did not hold any public forms to allow us to discuss this idea - you just forced it on us. This bad idea is impacting seniors, the handicapped and business in the Maria. Its ridiculous and its a law suit waiting to happen. Leslie Udland</p>

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456380	6/25/2014	8X BAYSHORE EXPRESS	3RD ST BERRY ST SAN FRANCISCO 94107	I was on the 8x about 1205 at 3rd and Berry. I guess the 8X was delayed because I had to wait awhile so the one I got on was crowded and the operator wouldnt open door to the front so she opened the door in the back. We were all trying to get on the back and by the time we got to Geary and Kearny it was hazardous because there were so many people, and people were shoving. We said there is no room in the back and she said, you shut up back there. I have a witness -another guy who might call. She said Ive got all day. I have an anxiety disorder and so she caused more anxiety." The patron declined an ADA hearing.
456391	6/25/2014	45 UNION/STOC KTON	UNION ST FILLMORE ST SAN FRANCISCO 94123	ADA Patron states, "I was trying to get on the back of the bus. Im a senior, a disabled veteran and the bus operator kept slamming the door on me, 3 times."
456392	6/25/2014	7 HAIGHT/NOR IEGA	HAIGHT ST LAGUNA ST SAN FRANCISCO 94102	Patron stated "I was waiting for my next stop at buchanon and there were about five people waiting to get off and someone rang the bell but the driver was busy looking at a piece of white ass and passed our stop right up."
456397	6/25/2014	8X BAYSHORE EXPRESS	GENEVA AVE MISSION ST SAN FRANCISCO 94112	patron was waiting 12-15 minutes already. Driver pulled about 3 car lengths ahead of the stop. Patron is disabled. Patron had to try her best to hurry and get to the bus. Driver came out of the coach to tell disabled patron "I dont think we are going to get you on here". Driver could have made some of the patrons move back but nope driver did not. Driver just closed door right on patron. Patron had to try her best now to get back to the bus stop to catch another bus.
456408	6/25/2014	38 GEARY	GEARY ST TAYLOR ST SAN FRANCISCO 94102	ADA patron stated that I was sitting at the bus stop on Geary off Taylor and 2 buses came by but they were LTDs or something and the last one came that was a regular Geary bus and he told me that he couldnt take me because it was too full and one he promised would get me didnt get me. I know I seen 44 something. I feel that he thinks that he can get away with all that and that he do not have to cater to the public but I believe that if I was the other color that he woulda done that. I think that they oughta be more courtesy to the ones that are handicapped especially the same color. I was getting in position for when the bus let out the lift and I just spoke to him later. I dont think there was no need for him to shut the door and take off plus I think that was very rude.
456415	6/26/2014	41 UNION	AFTER BUS CROSSES MARKET TO LET OFF PASSENGERS	Operator only toed in the front wheel leaving a gap that was too athletic to cross and the back door impossibly steep!
456443	6/26/2014	19 POLK	POLK ST BROADWAY SAN FRANCISCO 94109	Patron with limited mobility have general complaint some operators refused to pulled to the curb patron when patron asked the operator to put down the handicap lift the operator refused and took off without patron they dont follow the ADA law it happened on different MUNI lines.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456503	6/27/2014	K-T-L-M-S (Misc Unsorted)	GREEN DIVISION TERMINAL	There were 15 passengers waiting to board, the operator at the above time and location failed to sound the gong warning the movement of the train. The operator just kept going not allowing passengers to board the car.
456524	6/27/2014	14 MISSION	MISSION ST 11TH ST SAN FRANCISCO 94103	Pedestrian states, "This operator tried to run me over. She wouldnt stop for a disabled patron and it was a red light and she continued to run the red light and was even flipping me off."
456531	6/27/2014	12 FOLSOM/PA CIFIC	4TH ST HARRISON ST SAN FRANCISCO 94107	Patron is complaining on behalf of his wife: Vehicle number 3841. 12 Folsom OB, 4th and Harrison. 4:07pm My wife is on a wheelchair. The driver wouldnt move the people on the wheelchair area so she could get on. The driver told her to wait and there is a bus right behind but she waited 10 minutes and there was no bus. Male driver.
456532	6/27/2014	49 VAN NESS/MISSION	23RD AND MISSION SAN FRANCISCO	ADA patron states "that operator wont lower the bus for me. I asked the operator to wait for me to sit down before moving. The operator started the bus before I sat down. I am wearing a boot because my doctor is requiring me to wear this. When I got off at Van Ness and Chestnut, the operator wont lower the bus".
456542	6/27/2014	F MARKET & WHARVES	VAN NESS STATION	PATRON STATES: "I AM DISABLED.THE DRIVER WAS LOOKING AT ME THROUGH THE MIRROR AS I WAS BOARDING THE TRAIN. THE DRIVER PROCEEDED TO CLOSE THE DOOR ON ME TWICE AS I AM IN MY WHEELCHAIR. THEN WHEN I GOT OFF I ASKED HIM WHY HE DID THAT. HE JUST LAUGHED IT OFF. I TOLD HIM THAT I WAS GOING TO CALL AND FILE A COMPLAINT AND THEN HE BEGAN TO GET HOSTILE AND STARTED YELLING. I JUST SAID , "SIR, HAVE A GOOD DAY. " THEN I GOT OFF BECAUSE I DIDNT WANT TO DEAL WITH IT. THE TRAIN WAS EITHER 1507 OR 1508.I WISH THAT THEY WOULD HAVE MORE CONSIDERATION FOR THE DISABLED PEOPLE.THEY NEED TO PROVIDE BETTER TRAINING FOR DRIVERS TO DEAL WITH DISABLED PASSENGERS.THEY NEED TO BE MORE PATIENT. "
456550	6/27/2014	27 BRYANT	MISSION ST 5TH ST SAN FRANCISCO 94103	Patron stated"When I was going to board I ask for the lift he gave me dirty look and he assume I was not handicap he said this is only for wheel chair and I said this is the first time I every heard of that so he finally put the lift up and there was no where to sit so I stood right behind the yellow line and then there was a black man in a wheel chair that was hostile and said but me being uppity and to get a limousine and I refuse to get involve with those kind of people after he calm down and he got off the bus and I finally got a seat the first seat behind the driver so I sat down, this is not the first time that I have been mistreated by driver because Im a attractive well dress woman I find it very offensive because Im different".
456553	6/27/2014	7 HAIGHT/NOR IEGA	HAIGHT ST STANYAN ST SAN FRANCISCO 94117	patron stated that " the driver of the bus drove to the stop and stopped the bus and the patron went up to the front door and the driver looked out the door and waived his arms and drove off". patron stated that " patron just got done doing dialysis".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456556	6/27/2014	14 MISSION	8TH ST MISSION ST SAN FRANCISCO 94103	paron stated, "I was in front of the stop and I had a loud scarves around my neck and he could not miss it and he went right through. I am in a wheel chair."
456600	6/29/2014	49 VAN NESS/MISSION	EXCELSIOR AND MISSION	Patron states "I am an elderly woman in a wheel chair. I am sick and cold and sick. I am 65 years old with medical problems. The bus just passed me by. He looked and he kept on going. It was the 49. The bus just left here. I called 311 and they said the bus would be here in 7 min. I am waving at him and he just kept on going. This happen on Excelsior and Mission. It was the last 49 that passed Excelsior and Mission about 10 min ago."
456621	6/29/2014	F MARKET & WHARVES	CHURCH ST MARKET ST SAN FRANCISCO 94114	Patron stated" Van Ness and Market, to get to the Mission bus you have to go three blocks , Im in a electric wheelchair and its not charged enough to get me over there, their theory is that you get on the underground and the underground leads you on the wrong side of the street, the elevator are on the North side of Market, they could direct people to go Westfield Mall". Patron would like for someone to call him.
456626	6/29/2014	38 GEARY	GEARY	Driver failed to pull properly to the curb so the distance to step up to the bus is minimal, Instead she stopped in lane 2 forcing people to enter the street to board the bus. This in and of itself is a safety hazard. I am handicapped and carry a medical card to indicate so. I told the driver I was handicapped and could not step up into the rear doors as the distance from street to first step is to great. Driver said to me "I dont care" and refused to open the front door. She told me I could board in back or wait for the next bus. Finally another passenger (An Asian female) helped pull me up from the street to board the bus. Not only is this driver a safety hazard to the public, but she has a severe attitude and she refused proper service to a handicapped person. Actually, I believe that might be against federal law!!!!!! I reached for my wallet to show her my medical card and thats when she said board or wait on another bus. This is not a valid option since muni drivers DO NOT know how to follow a proper schedule so it could be 20 or 30 minutes before the next bus!!!

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456692	6/30/2014	45 UNION/STOCKTON	CHESTNUT	As a resident in the Marina district who depend on the 30 Stockton to get to work and travel around the city, the relocation of the bus terminal to Fillmore and Chestnut Streets makes traveling on the bus difficult for those of us who live toward the end of the bus line. Having to change buses at Fillmore St. (outbound route) is a huge inconvenience for passengers, especially for the disable and elderly. For example, today my elderly mother (who walks with a cane) and I waited on Stockton St. for over 20 minutes for an outbound 30 Stockton bus that traveled to the Marina. During our wait, three 30 Stockton buses passed by that traveled only to Van Ness Ave. We finally boarded a bus that traveled into the Marina district, but as we arrived at Fillmore and Chestnut Streets the driver informed us that we must take the bus waiting in front of his bus in order to go to the end of the line. Since Fillmore and Chestnut is now the bus terminal, we were required to get off and board the other bus. Getting on and off the buses was not only very difficult for my elderly mother, but also for myself since I have physical limitations. The temporary changes to the 30 Stockton does not make sense, is an inconvenience to the elderly and disable as well as creating much confusion for the many tourists visiting and staying in the Marina district. Please consider having all 30 Stockton buses travel the complete route to the end of the line, so passengers are not required to hop on and off buses to get to the end of the route. In addition, please assign more 30 Stockton buses to travel into the Marina district during the afternoon hours to 7:00pm. The wait is often too long and the buses are uncomfortably over packed with tourists heading back to their hotels along with passengers getting off work during the rush hours. Please allow the bus to travel the complete route, and assign more 30 Stockton buses to travel into the Marina district. Your consideration to these matters is appreciated. Thank you.
456716	7/1/2014	54 FELTON	PLYMOUTH AVE GRAFTON AVE SAN FRANCISCO 94112	Customer Complaint; "The bus came, a patron boarded. I told my service dog to sit, then proceeded to put my bike on the bus when I heard the door closing. I looked at the operator, he shook his head and pointed to my dog and the bike, refused to open the doors, then he took off. I had waited a half hour for this bus and now the operator refused to let me board. I would like a callback from Muni regarding this."
456718	7/1/2014	44 O'SHAUGHNESSY	ON THE BUS	caller states the following: I got on and showed my disability card - and put 75cents in the toll - I asked for a transfer - this driver refused and told me that I didnt put any money in... driver was very rude to me and actually pulled the bus over. I did nothing wrong, paid, asked for a transfer and was treated poorly by this driver. I told him I was going to report him and he refused to give me his badge number.. told me his bus i.d. was either 86090 or 8606

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456763	7/2/2014	31 BALBOA	EDDY ST FILLMORE ST SAN FRANCISCO 94115	Patron stated: "Yesterday I boarded the 31 bus and I recognized the operator from previous rides. I use a cane as my legs were injured in an accident and I have visible difficulty using my legs. I sit in the front and I am 63 years old but dont appear to be. I got on the front and put 75 cents into the fare box and put my hand out for a transfer. She literally glared at me and asked Wheres your card? I had no idea what she was talking about. I dont ride the bus often enough to warrant a monthly pass and I have never heard an operator asking to see a card. She went into a horrible episode, not in a very nice voice, in a very angry voice, about how you have to have a disability card, otherwise anyone can get on the bus. She just went on and on for 5-6 minutes, in front of a busload of people. She also did not lower the stairs for me. I felt that I was treated in a very undignified way and this treatment is against the ADA act. The operators should be trained as to what they should or should not say, how to act and speak. They can be firm, but they should treat people with respect."
456772	7/2/2014	45 UNION/STOC KTON	STOCKTON ST GEARY ST SAN FRANCISCO 94102	The patron states: The first thing that happened when we got on the bus, we were standing there and another driver that was on the bus did not like a conversation that my sister and I were having. A private conversation. She called me a bastard without knowing the details. She should have some restraint (I do not have her number). Then, the rest of the trip and overly rude driver that yelled at other customers continuously. There was an older woman in a wheel chair that wanted to get on, an older Asian women was sitting in the senior zone, the driver rudely screamed in her her to move, she asked multiple elderly and ADA patrons to move to accomodate the wheel chair user. The driver honked at a car that was yielding to traffic, whaling on the horn. A half a block away, she stopped in the midde of the street to talk to another Muni driver about private issues blocking traffic and then began to text one another. She is one, rude; 2 driving unsafely and three in a congested area with construction was blocking traffic and then finally she failed to stop at the stop right before the tunnel. There were other patrons waiting and people wanted to get off. This is not right. For the money drivers are paid and what has to be done there is a propret edicate that is expected and this is something that needs to be addressed. She also failed to lock the wheel chair user in to the area that she rudely asked people to move from. If you are going to be rude at least do your job properly.
456806	7/3/2014	12 FOLSOM/PA CIFIC	7TH ST FOLSOM ST SAN FRANCISCO 94103	Disabled ADA Patron called to file a complaint in regards to the Muni Operator. The patron stated that the bus was at a red light. The patron stated that she crossed the street and the Muni Operator opened his door. The patron asked the Muni Operator for the lift. The patron stated that the Muni Operator replied back and said that he can not use his lift at that location. The patron stated that the Muni Operator then closed his door and took off. The patron stated that the lift can indeed be used at 7th and Folsom location.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456815	7/3/2014	31 BALBOA	JONES ST EDDY ST SAN FRANCISCO 94102	PATRON STATES: "WHEN THE DRIVER STOPPED AT THE BUS STOP, I STEPPED ONTO THE FIRST STEP. THE DRIVER THEN TOLD ME TO GET OUT BECAUSE PEOPLE WERE GOING TO GET OFF OF THE BUS. I THEN STEPPED OFF OF THE BUS BUT NO ONE GOT OFF. THE DRIVER ALLOWED OTHER PASSENGERS TO GET ONTO THE BUS AND TOLD ME THAT I COULDN'T GET ON BECAUSE I CAN'T SPEAK ENGLISH. THEN HE CLOSED THE DOOR AND DROVE OFF. I AM DISABLED. I HAVE A DISABLED CARD AND THIS IS ALSO RACISM. I DON'T HAVE THE BUS NUMBER BUT I WAS ABLE TO SEE THE NUMBER 3 VISIBLE THROUGH THE FRONT WINDOW OF THE BUS."
456821	7/3/2014	38 GEARY	VA HOSPITAL	Patron states, "I was coming in from Campbell to the VA Hospital. When the bus was coming up to the VA Hospital, I asked the driver if this was the hospital and she said, What are you? Blind? Don't you see the flag? The implication seem to be I'm stupid. She said it in a very loud voice. I have glaucoma in my right eye and the doctors was going to give me a prosthetic left eye. I'm a veteran and I do not see very well. It was totally embarrassing and rude. I could almost hear the people laughing. I did not say anything and got off the bus and even thanked the driver. I had to ask for direction to the hospital. I was wearing dark glasses and I did not take them off to show the driver that I have a problem with my eyes. I felt really bad. The driver should have know that there is a reason behind it when someone is wearing dark glasses. She should have not done that at all. She yelled at someone else because the person was pressing on some buttons. She might be doing this job too long. What she did was uncalled for."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456824	7/3/2014	14 MISSION	MISSION AND SILVER	<p>ADA patron "I was sitting on the 14 Mission bus and a drunk patron was playing his music very loudly. As I have PTS, I kindly asked him to turn down. He did turn it down, then shortly after he turned back up. Subsequently, kids in the back of the bus began laughing at me. They cheered and laughed as I went to sit in the front.</p> <p>The bus driver pulled over and the driver announced a wheelchair was about to board. He told everyone to move back. I said to him "Nobody is moving to the back of the bus because a person is blasting a boom box." He replied "I get back to that later." So no one moved as the driver refused to deal with the issue. The driver actually acted annoyed with me for bringing this to his attention.</p> <p>The driver played the recording instead of actually using his voice to indicate that radios should not be played. This prompted the drunken individual to turn the music up and the children began laughing even more!</p> <p>I was so uncomfortable that I was trembling and had to get off the bus 4 stops early.</p> <p>I took a picture of the bus and the driver after I off boarded. It was only then that the driver said "Do you have any questions for me?" I had no reply as I was still shaking. This driver actually took part in the taunting. I think this is incredibly sick! When he drove away he actually honked his horn at me and waved to me with a sarcastic smile!"</p> <p>The 14 bus drivers seem to be the rudest and most bungling group of drivers I have ever witnessed</p>
456849	7/3/2014	54 FELTON	SAN BRUNO AND BACON	<p>ADA patron states "every evening when the 54 drops me off on san bruno and bacon. It takes a whole hours hour for another 54! It is the same driver. Where are the other 54s?"</p>
456851	7/3/2014	38R GEARY RAPID	OFARRELL	<p>A handicapped passenger (one-eyes gentleman in a weelchair) boarded at Geary and Fillmore, telling the driver repeatedly that he was getting off at Larkin. The driver of the limited bus did not tell the passenger that the closest stop to Larkin was Van Ness and proceeded to pass Van Ness without attempting to help him offboard. The driver then passed Larkin and proceeded to the next stop which put the disabled passenger three blocks past his stop. These three blocks the passenger has to navigate uphill to get to his destination. This is unacceptable treatment.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
456854	7/3/2014	14 MISSION	16TH STREET & MISSION STREET	patron stated that " the patron is in a wheelchair and the patron got on the bus and the driver did not lift up the seat for the patron where the wheel chair would go". patron stated that " patron was in the middle of the isle and the driver drove off without securing the patron to the bus". patron stated that " the patron did not have the brake on and almost rolled to the front of the bus". patron stated that "another patron had to come and secure the patron to the bus in the wheelchair area and then the patron who was female called up to the driver and told the driver that the driver was to be securing the patron to the bus". patron stated that "the bus driver did not say anything and kept moving on". patron stated that " when the patron started to get off the bus at 6th street and mission the patron told the driver that the patron was going to report the driver and the driver said go ahead my number is 4543".
456861	7/4/2014	45 UNION/STOCKTON	TOWNSEND ST 4TH ST SAN FRANCISCO 94107	Patron stated: "I am a RTC customer. I got off the CalTrain and there were several other patrons also waiting to board the bus. She made some hand gestures and then closed the doors, not letting those waiting board the bus. There were some patrons already on board. I also let her know that I was trying to board the bus. She also gave me some gestures with her fingers as to say no. I walked IFO the bus and I asked to see her shirt number. She refused to show her number, she had a jacket over her shirt. Another bus pulled up and the patrons, frustrated at not being able to get onto this bus, walked over to the other bus after several minutes. She was not providing service and not explaining why. She was very unprofessional, closing the door on me and several other disabled patrons for no apparent reason when there were already a handful of patrons on the bus."
456867	7/4/2014	5 FULTON	30TH AVE FULTON ST SAN FRANCISCO 94117	patron stated, "Me & my wife whose handicapped and in a wheel chair, were running for the bus another citizen was getting on the bus and and we was running towards the bus and the lady told him that some people wanted to get on the bus and me and my wife were yelling, he turned around and looked at me and shut the door and pulled off."
456903	7/5/2014	38 GEARY	GEARY ST JONES ST SAN FRANCISCO 94102	Patron states "I was already passed up by vehicle number 6406 and the next one that came up passed me also! These drivers are being disrespectful to people in wheel chairs."
456904	7/5/2014	38 GEARY	GEARY ST JONES ST SAN FRANCISCO 94102	Patron states "It came up and I was on the side, the driver let 2 passengers on and he took off. I said "bus driver" and he still took off. These drivers are being disrespectful to people in wheel chairs."
456966	7/7/2014	49 VAN NESS/MISSION	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	Patron states that "I am handicapped and I am a senior and I got on the bus. I said I need the grab bars for assistance by the seat and I asked for a seat, the operator said "you cannot ask a lady for a seat". Operator told me that a couple of times. I encountered the same operator couple of weeks ago and the operator said the same thing "you cannot ask a lady for a seat".

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456997	7/8/2014	49 VAN NESS/MISSION	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	patron states, I was limping towards the front door of the bus and the driver pointed to the back door for me to board, then she closed the back doors and took off on me, leaving me at the bus stop, Im disabled and should have been able to board the bus through the front doors.
457010	7/8/2014	38R GEARY RAPID	GEARY BLVD FILLMORE ST SAN FRANCISCO 94115	patron states she wouldnt offer me the lift she had me standing outside and i had my walker with me and im disabled, she said i had to tell her i needed it, evidently shes being doing this to other people she should have the courtesy to offer the lift she can see that im disabled, she needs to be talked to, if you see people with a walker, wheelchair, or packages offer the lift, its hard out here, they can injure themselves
457026	7/8/2014	54 FELTON	DALY CITY BART	Patron states, "I was on a wheelchair on the 54, he didnt seat belt me and when he took off, I rolled and I hit my leg. I rolled to the other side of the bus and hit my leg on a seat, my right leg. The inspector came out and everything. Vehicle number 8649, the 54 Felton, I boarded at Daly City Bart. He didnt get out of Daly City Bart before I rolled. Run 177, the driver was dark, tall, male, operator number is 4448. This happened 7/3/14 at approximately between 3:00PM - 4:00PM. Dispatcher name Earpen, badge number 863. The driver did not get out of his seat, before his took off. He said, I didnt ask for help, but I though he would have done it for me, because I couldnt do it myself." Customer is requesting a response from MUNI.
457048	7/8/2014	38 GEARY	LANDS END	patron stated that "the patron and the patrons husband and both of there service dogs were waiting for the bus under the shelter and the driver pulled up looked at me and my husband and closed the door and took off even though the patrons had the bus fare in there hands".
457051	7/8/2014	38 GEARY	6TH AVE GEARY BLVD SAN FRANCISCO 94118	Patron said, "I am permanently disabled. I was in the crosswalk and I had the right of way. When the driver opened the door to let me on the bus he said, you know I didnt have to pick you up. He thought I could not hear him because I had headphones on. But I could because I did not have the power turned on my headphones. He didnt need to say anything. I paid my fair. He is a city paid employeee. He needs to be fired, no unemployment and put in the welfare line. I should not have to put up with this. I have already been a victim of a hate crime on Muni. I was trying to save my friend who is now deceased. I dont need this from a Muni driver."
457052	7/8/2014	38 GEARY		Bus driver is an asshole, did not stop for handicap people who were slowly approaching. Made eye contact and pointed back. No buses were coming for 10 minutes.
457054	7/9/2014	45 UNION/STOCKTON	KEARNY	patron says " it took the driver over 5 mins to come out and assist with lifting the chair so that i can park my power chair in the handicap spot. when i was getting off the train, the driver closed the door on my left leg on purpose, im in a power chair with several ailments, my leg and ankle both swole up and hurting. it took me this long to call because i just moved and got my phone line hooked up"

PSR #	Date Logged	Line/Route	Location	FEEDBACK
457093	7/9/2014	43 MASONIC	JUDAH ST 9TH AVE SAN FRANCISCO 94122	Patron states " I have a service dog and I was boarding in the back, as I was tagging my clipper card the driver asked "hey is that a service dog and I said yes he is, the driver said, " then you have to come here and show me his tag", my dog doesnt where a tag I dont want people knowing my disabilities, I told him he doesnt have a tag, and then he says you have to pay from him or get off. I said are u stigmatizing me? , he still said you have to pay for my dog or get off , even if I was willing to pay for my dog, I dont carry change. I ask him if the homeless people who come on here smelling like shit do not have to pay then why would I pay for my dog. At that point a really rude passenger said "are you discriminating against homeless people " then I said no I am just stating a fact, then another rude passenger joined in and the bus driver said and did nothing to stop them absolutely nothing, he said you need to get off . It was a really, really upsetting experience to me. I will be buying a car after this. I have PTSD and have paperwork to prove that. The point is this driver discriminating against me and could not contain his passengers. He was very rude and very unprofessional, and again when the other passengers started harassing me he did absolutely nothing to stop them. Now because of this I am late for an appointment , that is why I got on the bus in the first place . This was defiantly giving me a flare up of my PTSD and I will be buying a car now because I never ever want to ride a Muni Bus again."
457097	7/9/2014	Not Specified	POWELL STREET STATION	patron stated that "patron needs to know why the elevators are not working at the powell street station and why one was chained off with no sign posted". patron stated that " he is in a wheelchair and had to use more power to get to the montgomery street station.
457107	7/10/2014	K-T-L-M-S (Misc Unsorted)	CASTRO STATION	OPERATOR FAILED TOCALL OUT STOPS AND TRANSFER POINTS
457108	7/10/2014	K-T-L-M-S (Misc Unsorted)	HUDSON / INNESS	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457109	7/10/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS STATION	OPERATOR FAILED TO CALL OUT STPS AND TRANSFER POINTS
457111	7/10/2014	K-T-L-M-S (Misc Unsorted)	REVERE / SHAFTER	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457129	7/10/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS STATION	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS

PSR #	Date Logged	Line/Route	Location	FEEDBACK
457143	7/10/2014	Defunct	PRESIDIO & CALIFORNIA	patron stated that " the patrons brother was getting on the bus and was on the lift in a wheelchair and the driver started the ramp without waiting for the patron to get inside the bus causing the patron to hit the ramp of the bus causing some major injuries to the patron " patron stated that " patron hit the ramp causing the injuries the face was damaged a great deal and the patron brother was very bloody because his teeth being knocked lose". Jing Hong Leung intrpreted for Jing Bang Jiang. The patrons brother had to go 845 Jackson Street to the Chinese Hospital for treatment through a 911 call made from the patrons residence after the security officer for the patrons residence made the 911 call". patron stated that " the driver just looked at the patron when some other patrons helped the patron get back into the wheelchair and on the bus
457192	7/11/2014	28 19TH AVENUE	Golden Gate Bridge Underpass	After leaving the Golden Gate Bridge parking lot and heading under the underpass to the 2nd Golden Gate Bridge stop, the voice announcement said and the overhead sign read "Eucalyptus".
457206	7/11/2014	45 UNION/STOCKTON	INTERSECTION JEFFERSON ST DIVISADERO ST SAN FRANCISCO	ADA patron states that "I waited for the bus for half an hour and no bus showed up. Around quarter to 3, there were 2 busses that cut back on Francisco that was 10 minutes apart. There was no service down from Francisco of period of 40-50 minutes of that day. I am disabled with a cane, I am 83 years old. I have to walk from Jefferson and Divisadero all the way to Chestnut and Divisadero, about 6 1/2 blocks and boarded the bus exactly at 8 minutes after 3. That was the second bus that did the cut back on Francisco. When I asked the operator on what happened, the operator said because of the construction on Broderick, I don't know what that means. The bus # was 5504".
457207	7/11/2014	49 VAN NESS/MISSION	CITY COLLEGE TRUN AROUND	I was on the 49 mission at the CCSF turn around. The driver opened the doors for passengers to depart and when I got to the back door it closed, all I did was ask him in the easiest way possible by saying "back door please" the light for exit was clearly not lit up and he ignored me so I restated my request again. He then said all the doors are activated and you need to step up and step down, i did what he said the doors still would not open. I then told him that I did what he said and the doors still did not open. He then said with attitude you just have to get off through the front. I didnt say anything to him because I could see that he was all ready trying to be a jerk and create a situation. As I walked passed him he then went on to state "Yhea Whatever.....Whatever" in a rather snide and semi threatening manner. I exited the bus without saying a word or even looking at him because I was not going to play into it and escalate the situation recorded his bus number and the time and then proceeded to file this complaint, also I am legally disabled just figured I would throw that in

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457208	7/11/2014	35 EUREKA	MOFFITT STREET	My mother and I ride the 35 frequently for about the last thirty years. For the past two weeks, there is a new lady on the route about 10am to noon. She has been showing up late about twenty mins consistently ever since she started. my mother is disabled and she had to wait 20 mins for her to show up at 33 Moffitt, then she rode the bus to Castro, hoping to make the next bus back and ended up waiting for 40 minutes for her to turn the bus around at Castro and Market, she was waiting with a group of many people who were upset, i am sure this is not the first muni is hearing of this. we wanted to put in our complaint and let you know that this is completely unacceptable. Please call me or email me one this is recieved. Thank you. This has been going on for two weeks now
457288	7/12/2014	7X NORIEGA EXPRESS	KING/EMBARCADE RO	Train delayed on King st brfore pickup at ATT. On approach to dwntwn stopped before tunnel for over 15 min conductor not telling us much a d hard to hear him.Miss 2 bart trains. Also when arriving at dwntwn psgrs are blocked from getting off because of psgrs boarding before we get off. Do you think we could have repeat announcements to allow off boarding to get off before they board. Disabled persons dont stand a chance .
457365	7/14/2014	Defunct	HAIGHT ST COLE ST SAN FRANCISCO 94117	Patron stated, that "I was waiting at the bus stop with my mom who is in a wheelchair. The westbound 33/Stanyan drove right by us without stopping. The bus was not crowded and the driver made eye contact with me. I had to catch a cab in order to get my mom to her drs appointment on time. I want to be compenstated and I want this driver to be disciplined."
457380	7/15/2014	14 MISSION	MISSION	I was waiting with my friend at the bus stop and the driver stopped but never opened the door, looked at my friend who had flagged him down to make sure he saw us and knew my friend was trying to board that bus, then drove off without letting him on. The next bus doesnt come for an hour! Now my friend has to wait a whole goddamn hour to start his journey home! My friend is disabled and cant walk the distance home so is forced to wait in the cold for an hour.
457396	7/15/2014	31 BALBOA	TURK ST JONES ST SAN FRANCISCO 94102	caller states " Im in a wheelchair . I was on a bench. The bus was arriving in 7 min. Alot of people got up and so did I. The driver let everyone on first. He did not lower the mechanism all the way down. He broke my wheelchair and just laughed. I got on the bus. I sat in the first seat and people walked around the wheelchair." When I got off the bus he was very very nice. He let the mechanism all the way down and said have a nice day. He changed from a mean man to a nice man". I am 65 years old."
457416	7/15/2014	49 VAN NESS/MISSION	MISSION AND 30TH STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS, DVAS WAS NO FUNCTIONING
457420	7/15/2014	K-T-L-M-S (Misc Unsorted)	EMBARCADERO STATION	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457422	7/15/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT KEY STOPS ON OCEAN, ALSO DID NOT CALL OUT OCEAN AND JUNIPERO SERRA. WHILE IN THE TUNNEL AUTOMATIC STATION ANNOUNCEMENTS NOT MADE.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
457426	7/15/2014	27 BRYANT	5TH ST HOWARD ST SAN FRANCISCO 94103	Patron stated," Im in a wheel chair I am disable. The driver refuse to lower the bus ramp on the bus the bus stop ID#13171 for the 27 OB bus. The driver then closed the door in my face. I would like to have a hearing and be contacted by someone in the department regarding the matter."
457444	7/15/2014	31 BALBOA	MISSION ST STEUART ST SAN FRANCISCO 94105	patron got on the bus at the beginning of the line and the driver was looking at him to make sure patron would use his clipper card, patron got on the bus and went to have a seat, and the driver asked him to use his clipper card, patron told him to look at the road instead of looking at him to use his clipper card, patron is disabled and takes his time.
457449	7/16/2014	94 K/L/N OWL	WOODSIDE AVE HERNANDEZ AVE SAN FRANCISCO 94127	Muni patron: The new bus stop located at Woodside and hernandez does not have any lights so it is very dangerous out here late at night for a senior such as myself. There is so many trees for the IB L-Owl so it made it very hard for me to get around with my wheelchair. It is dangerous."
457450	7/16/2014	94 K/L/N OWL	WOODSIDE AVE HERNANDEZ AVE SAN FRANCISCO 94127	Muni patron: "I was standing in the street at Woodside and Hernandez for the IB L-Owl and I was waving at the bus with both hands up in the air, and bus driver past me by. He didnt slow down he drove so fast like Im a criminal or something and was going to hit me. I am a senior citizen, and Im going to be late for my job and I might get fired."
457463	7/16/2014	K-T-L-M-S (Misc Unsorted)		THE S TRAIN OPERATOR FAILED TO CALL OUT ALL STOPS EXCEPT 4TH AND KING ST
457469	7/16/2014	22 FILLMORE		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457471	7/16/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457473	7/16/2014	K-T-L-M-S (Misc Unsorted)		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457474	7/16/2014	38 GEARY	FORT MILEY 3 END SAN FRANCISCO 94121	I am at Fort Miley and now two 38 buses have told me that their wheelchair ramps arent working, and now I have to wait for another one? What if that ones ramp doesnt work. This is unacceptable. I am a veteran, the buses are coming to the hospital for veterans, but what is the point if you cant pick up the vets. Send buses out here that are working!

PSR #	Date Logged	Line/Route	Location	FEEDBACK
457488	7/16/2014	1 CALIFORNIA	CALIFORNIA	I am a senior with a limp. The bus was parked with lights flashing as I was trying to make my way across the street to board to go to the hospital. I waved at the driver and got his attention. He started the vehicle, and pulled away from the curb even though he could clearly see I was trying to hurry but again, have a serious limp. He then proceeded to sit at the red light and ignore me and wouldnt let me on the bus.Thanks for treating a disabled senior (also with cancer) like crap.
457522	7/17/2014	7 HAIGHT/NORIEGA	7TH ST MARKET ST SAN FRANCISCO 94102	Patron states I am visually impaired I can not see the streets coming up.So I rely on the announcements.The announcement did not sound off.I needed to get off at 8th St.I got off at 7th St.I am not familiar with this area.I did not feel safe.There was no one around to help me.I did not know where to go.I ask the driver what street is this he said 7th St.I want more re-enforcement on the annoucements to sound off.
457540	7/17/2014	24 DIVISADERO	30TH ST CHURCH ST SAN FRANCISCO 94131	I have a bad left leg, normally the drivers pull to the sidewalk, but this driver stopped in the street which made it difficult for me to get on the bus, this driver needs to pull all the way to the curb to let passengers on and off of the bus, also when we just arrived at 24th and castro,he didnt pull to the curb again.
457546	7/17/2014	1 CALIFORNIA	SANSOME ST SACRAMENTO ST SAN FRANCISCO 94104	ADA Patron states, "I was on the California 1 bus # 5628. Theres something wrong with the driver. Hes mad at the world. He was not in uniform; he was wearing a t-shirt and jeans. He wont pull to the curb. I had a knee replacement, it was hard to get on. He refused to move the bus. He said, "Go ahead and complain, it doesnt make any difference to me. All these buses are messed up, deal with it." I couldve gotten hurt, I couldnt wait, Im on my lunch hour. A lot of old people were getting on the bus and hes being a jerk. Im 62 years old, I couldve gotten hurt."
457631	7/18/2014	14X MISSION EXPRESS	MISSION ST SILVER AVE SAN FRANCISCO 94112	Patron states, "There are no seats for the disabled person to sit. I have requested a woman to give up her seat and she is with a child and she refused. I cannot be standing. Im tired of begging the driver to tell the people to give up their seats for the disabled. The 14L is crowded every day. Why cant MUNI do something about it. Im sick and tired of the crowded buses. Im requesting a response back from MUNI. Muni should have common sense to provide more buses."
457637	7/18/2014	41 UNION	UNION ST VAN NESS AVE SAN FRANCISCO 94123	patron states "First off, when I was waiting at the stop I saw my bus coming and two communter buses came and blocked the stop. A muni bus came and had to stop in the street. He waived me off to get the next bus. The next bus, 8233, I got on that bus and the operator sat there stairing straight ahead, did not acknowledge I was getting on in power chair. Both seats that flip up for the wheelchairs were occupied by passengers. I asked the driver for assistance with the seats and there was no answer. I basicly had to tell the people to clear the seat for me and I had to manually put the seat up."
457638	7/18/2014	49 VAN NESS/MISSION	VAN NESS AVE SUTTER ST SAN FRANCISCO 94109	patron states "The lift worked when I got on the bus. I got on the bus with no real problem. When exiting the bus, it wouldnt work, got stuck. The fire department was called to take me off the bus. I am in a power chair. I was kind of upset because a big scene. Everyone was stopping to see the wheelchair being taking off the bus by the fire department."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
457644	7/18/2014	24 DIVISADERO	CASTRO	There was a tech shuttle, unsure which company, labeled "Van Ness / Lombard" parked in the bus stop at Castro and 18th at 10pm. Upon arrival of the 24 and 35 behind it the driver did not move the bus forcing the 24 to off load and load in the street. The shuttle remained parked in the muni bus stop as the 35 approached as well. Luckily there were not any handicapped riders or wheelchair users who needed to board or disembark because they wouldnt have been able to in the middle of the street. I suggest this intersection is monitored more frequently for offenses.
457669	7/19/2014	38 GEARY	FILLMORE	This driver is completely negligent and unacceptable. The bus was completely packed and he did not ask people to move back for an oncoming wheelchair and then didnt even wait for the wheelchair to be secured and we had to shout at him to not start the bus. He didnt help the man in the wheelchair at all and we were wry confused trying to help secure the wheelchair. And the driver just kept letting people on the already full bus. After that a very racist man got on (again a completely full bus) on te Van Ness stop and was making extremely racist comments towards Chinese people that were getting on the bus. Some of the most disgusting racism I have ever heard. My mother spoke up and the man immediately started berating her, swearing at her, calling her derogatory terms, and threatening to rob her. Still the driver did absolutely NOTHING. I felt very unsafe and scared for my safety and the bus driver still did not intervene or ask the man to leave the bus. This is completely unCceptable and MUNI should be ashamed that they allow this incompetent man to drive a bus.
457687	7/20/2014	F MARKET & WHARVES	7TH AND MARKET	Patron stated "The bus was kind of crowded and Im disabled. Because it was crowded I was trying to get off of the bus through the back doo, the driver said that that he was not using the front door today. I told him the back door does work and that it didnt make any sense that on a crowded bus everyone had to enter and exit the back door. I told him that I was calling in. He said He didnt care, he makes his own rules. "
457695	7/20/2014	5 FULTON	FILLMORE ST MCALLISTER ST SAN FRANCISCO 94115	Patron states that "I got on the bus and I put in \$1.00 and I forgot my disabled card at home. I advised the operator that I am disabled and the operator ignored me. I put in another dollar and operator continued to act like he is not acknowledging what I was saying. After a few seconds, the operator finally gave me a transfer".
457724	7/21/2014	27 BRYANT	8TH ST BRYANT ST SAN FRANCISCO 94103	ADA patron states " I was standing at the corner waiting to board. The bus pulled into the middle lane without even attempting to pull over and passed me . He looked at me while I was waving my arms."
457727	7/21/2014	8X BAYSHORE EXPRESS	BAY SHORE BLVD ARLETA AVE SAN FRANCISCO 94134	Patron states I am in a Walker, I can not get a disable seat. The driver will not move them from the disable seats. I am sitting on my walker. The driver did not let the stairs down when I was getting on.

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457800	7/22/2014	14 MISSION	24TH ST AND MISSION ST	patron is in a wheel chair and she got on the bus, there was a passenger sleeping and his feet were in the middle of the aisle and the driver had to wake him for him to move his feet out of the way for the patron to be able to back up, the driver ended up helping patron to back up her chair to lock up in place, however the driver went ahead and told patron that next time she is there without any assistant he would not pick her up, this is not the first time the driver tells her the same statement, patron stated that this is the only driver that tells her the same thing all the time, patron doest not know that the drivers problem is but this needs to stop, this driver should know that there is no such requirement for him to pick her up and he needs to stop telling her the same thing.
457811	7/23/2014	54 FELTON	CASHMERE & WHITNEY YOUNG CIRCLE	Patron states: "Yesterday I was at the stop at approx 9 am. There is construction going on my block and the bus operator keeps redirecting his route to go around it leaving me standing with my walker which is not easy. I have filed a complaint about this previously and it is still happening. I have heard the Operator call out asking patrons if any of them wanted to get off at Cashmere and if not he completely goes around the area missing several stops and not serving the patrons waiting for the bus. I am a ADA patron and I especially do not appreciate this."
457820	7/23/2014	38 GEARY	BEAL AND MISSION	o Muni Central Control and Muni Headquarters. Im complaining the 38 line muni drivers and 14 mission line drivers are passing up wheelchairs at the bus stop at Beal and Mission street outbound in the hours of 12:30 am Midnight to 6am leaving wheelchairs stranded at the bus stop as I was serenaded for 6 hours all night at the bus stop and no restroom to use at or near the bus stop in these hours of the night while waiting a long time for the bus. I was able to get bus number because my pens do not work and its dark and difficult to see drivers floor the peddle to the metal speeding the bus away from the bus stop ignoring wheelchairs at the bus stop. Surveillance Cameras are needed at bus stops to record bus numbers for Muni Central to record drivers passing up wheelchairs and crimes committed by muni drivers at bus stop in the future where the driver is recoded on camera passing a wheelchair needing the bus where police needs to be call to make that driver turn his bus around and go back to pick up the wheelchair passenger the driver passed up at the bus stop or the driver needs to face a citation or penalty and trouble or both from the police and Muni headquarters and muni supper attendant supervisor and muni driver suspended from muni bus driving job and loose pay check from Muni. The driver sees me at the bus stop as I wave my pass in the air signaling the driver I need his bus and the driver ignores me and passes me up at the bus stop. Im complaining Muni Central needs to call all cab companies to order them to have all there ramp taxis on the streets all night and in the middle of the night driving up and down bus lines looking for wheelchairs at bus stops that needs a ramp taxi hired by muni central control headquarters. Ramp cab drivers may need to take muni riders in wheelchair to public restrooms at gas stations and pay the cab driver waiting time. Muni Headquarters may need to charge wheelchair users ramp cab fare to muni drivers pay check to pay for the ram

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457840	7/23/2014	J-N CHURCH/JU DAH	CARL ST HILLWAY AVE SAN FRANCISCO 94117	ADA Patron stated, that "I pulled the bell at UCSF, which is the stop before Carl and Hillway, along with my two daughters and I am disabled. The driver did not stop, but I was close enough to the front of the bus to tell him I wanted to get off. He told me "You didnt pull the bell". I told him I did, my daughters as my witness. While we were talking someone else pulled the bell and he told me "You just pulled it". I told him "Maybe your cord dont work, maybe its broken, but I pulled it". To the drivers credit, he did let me off, but it was way past my Carl and Hillway location. There was atleast one other passenger who got off with me."
457859	7/24/2014	Defunct	18TH ST CASTRO ST SAN FRANCISCO 94114	patron states "The driver pulled up about 15 feet from the designated temporary stop. I know she saw me there, I am in a wheelchair. All the passengers hurried to the door and she let them on and closed the door and left me. The bus had plenty of room to carry a wheelchair.
457871	7/24/2014	54 FELTON	GENEVA AVE MISSION ST SAN FRANCISCO 94112	patron states "I was waiting at the 54 bus at stop on geneva and mission, I am handicapped. the 8x pu;;ed up and instread of waitign the 54 bus pulled up behind the 8x, people were running , instread of pulling forwards the driver drove off, I am handispacaped and not going to run after the bus"
457880	7/24/2014	F MARKET & WHARVES		OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457883	7/24/2014	K-T-L-M-S (Misc Unsorted)	2ND STREET AND KING STREET	OPERATOR FAILED TO CALL OUT STOPS AND TRANSFER POINTS
457885	7/24/2014	Not Specified	STEUART STREET AND MISSION STREET	SHUTTLE ROUTE TOOK IT TO VARIOUS TRANSFER POINTS, BUT OPERATOR FAILED TO CALL OUT THE TRANSFER POINTS
457926	7/25/2014	9 SAN BRUNO	PORTRERO STREET AND 16TH STREET	Patron states: I was waiting for the 9 at Potrero and 16th Street. A 9L was crowded and drove right by without stopping. Then a 9 showed up with seats avaiable but the disabled seats were occupied. The driver told me that those seats are taken. I asked if he could tell them to sit somewhere else so I can have access to it. He said no. He then shut the door and drove off.
457938	7/25/2014	19 POLK	MCALLISTER AND LARKIN	Jeffrey os filing this compliant for his Mom[he was with her] they also want you to know the driver was not wearing anything Muni, he was wearing black t-shirt with logo and brown pants - No Muni uniform... the complaint is as follows: mother is handicapped with a walker - she was sitting in the front handicapped area and this driver stopped to load 2 passengers with wheelchairs and made Jeffrey's Mom give up her seat. She was then forced to stand. Driver never got another passenger to get up and give her a seat. Mother and son very upset over this treatment and are "demanding" a call back to schedule a hearing. Mother is stating her rights as a disabled person were violated and is very, very angry that she was not given a seat. She feels the driver never did anything to help her in spite of her being handicapped and using a walker to get around. It was obvious to anyone that she should be seated. Driver did nothing for her.

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457972	7/26/2014	54 FELTON	REVERE AVE LANE ST SAN FRANCISCO 94124	Patron stated" I guess he stop for the stop sign I thought he was stopping for me and I was at the bus stop and I know he seen me and he drove off I was getting ready to get out into the streets to get on the bus and he just pulled off".
457982	7/26/2014	18 46TH AVENUE	LA PLAYA CABRILLO ST SAN FRANCISCO 94121	Patron stated" Patron stated" Well everything was fine he picked me up at Safeway until he start driving down the street pass the beach area and he makes his first left , he is going down and everything is fine he passes the zoo he makes a right turn on Sloat he passes a youth place he speeds up and breaking and my cart is going back and fourth. I am disable and my cart is not stable and I can barely hold it with one hand. I looked in the mirror and he look like he had a smirk on his face like it was funny then the cart flew on the other side and I had to get up and chase it and my coat flew off and he really speeded up and I told him sir, you have to keep doing this you see Im disable. Can you slow down please? So, I can get my cart my cart was just spinning, finally I got my cart in position so I can run and grab my coat and he would not let me do that and I said I will just call in and he said go right ahead".
458007	7/27/2014	47 VAN NESS	HARRISON	Typically on Saturdays and Sundays the bus will not stop at 6th and Harrison unless a passenger is getting off. Its not a dangerous area and I dont understand why the bus wont stop here. Extremely annoying. Does one have to throw oneself in front of the bus for service?
458033	7/28/2014	K-T-L-M-S (Misc Unsorted)	SAINT FRANCIS BLVD SLOAT BLVD SAN FRANCISCO 94127	Patron states I rolled my wheelchair on to the train. Immediately the driver said very loudly "you need to sit in that chair" I yelled back "I have paper work from my doctor and my physical therapist". I did not have a chance to put on the brakes, immediately I could feel my ankle twisting as he moved the train and I said "at least let me put on the brakes". He said again "you need to sit in that chair". I said "I need to pay the fare" and I sat down in a regular muni seat, I got out the bus fare. I held on to something and I paid the fare in the fare box and he gave me a transfer. I did say somewhere in there "I can walk, and I will if I have to and you can kick me off this train". But I did pay a fare. This kind of thing has happened with certain bus drivers. Basically I get on a bus with a lift, I put the brakes on the wheelchair and it is in the designated area aand I pay the bus fare and I stand by the wheelchair, if it is a short ride. If it is not a short ride I try to find a seat. If there is no seat available I will stand with the wheelchair and inform the driver of where my destination is and I dont have a problem, some bus drivers will not let me on with the wheelchair, they say their policy is that I have to be sitting in the wheelchair. I was almost stranded in Santa Rosa on the 3rd of July, and Sonoma county transit refused to let me on their bus and Golden gate transit reluctantly let me on their bus. It seems to be the policy of certain bus companies in the bay area and it is almost impossible for me to get to my destination because of these policies. Right now I am in San Francisco, I need to use Muni and I pay the bus fare.

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458047	7/28/2014	Defunct	VAN NESS AVE SUTTER ST SAN FRANCISCO 94109	Patron stated: "I boarded the bus with a walker, I am disabled and a senior citizen. The bus operator is supposed to ask what stop youre getting off at so that they can be prepared to pull up and use the lift. I tried to tell her where I was getting off but this operator didnt answer, and then she gave me attitude and threatened me. She refused to give me her number. I am tired of these black American operators. They do not know how to be courteous and they give you this body language. I have no problems with Asian or Mexican operators. They are very considerate, but not these black American operators. This needs to be addressed, I am sick of this."
458048	7/28/2014	14 MISSION	MISSION ST BEALE ST SAN FRANCISCO 94105	To Muni Central Control and Muni Headquarters. Im complaining the 38 line muni drivers and 14 mission line drivers are passing up wheelchairs at the bus stop at Beal and Mission street outbound in the hours of 12:30 am Midnight to 6am leaving wheelchairs stranded at the bus stop as I was serenaded for 6 hours all night at the bus stop and no restroom to use at or near the bus stop in these hours of the night while waiting a long time for the bus. I was able to get bus number because my pens do not work and its dark and difficult to see drivers floor the peddle to the metal speeding the bus away from the bus stop ignoring wheelchairs at the bus stop. Surveillance Cameras are needed at bus stops to record bus numbers for Muni Central to record drivers passing up wheelchairs and crimes committed by muni drivers at bus stop in the future where the driver is recoded on camera passing a wheelchair needing the bus where police needs to be call to make that driver turn his bus around and go back to pick up the wheelchair passenger the driver passed up at the bus stop or the driver needs to face a citation or penalty and trouble or both from the police and Muni headquarters and muni supper attendant supervisor and muni driver suspended from muni bus driving job and loose pay check from Muni. The driver sees me at the bus stop as I wave my pass in the air signaling the driver I need his bus and the driver ignores me and passes me up at the bus stop. Im complaining Muni Central needs to call all cab companies to order them to have all there ramp taxis on the streets all night and in the middle of the night driving up and down bus lines looking for wheelchairs at bus stops that needs a ramp taxi hired by muni central control headquarters. Ramp cab drivers may need to take muni riders in wheelchair to public restrooms at gas stations and pay the cab driver waiting time. Muni Headquarters may need to charge wheelchair users ramp cab fare to muni drivers pay check to pay for the ramp taxi services for the muni rider in the wheelchair the bus driver pass up at the bus stop. All ramp taxis are to be restricted for wheelchair users only for wheelchairs that need a ramp taxi in the middle of the night. Able body people need to take regular taxis as the ramp taxis are only for wheelchair users only as they wait for a call from the cab company where a ramp taxi is needed. So that wheelchairs will not have to wait no more then 5-15 minutes for a ramp taxi to arrive at the bus stop. In the middle of the night. I do not have a phone to call the cab company for a ramp taxi. In the middle of the night My phone is only authorize to call 911 emergency only. Restrooms are needed at bus stops for mini riders waiting hours for a bus in the middle of the night. I did it in my pants early this
458055	7/28/2014	19 POLK	MCALLISTER ST LARKIN ST SAN FRANCISCO 94102	Patron states: "We were in front of the Asian Art Museum and this driver didnt even look over to us and just pushed it and kept going. This has to stop somewhere, they cant just pick and choose who they want to pick up. I am a taxpayer and a retired city employee. I am in a wheelchair scooter."

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458058	7/28/2014	F MARKET & WHARVES	FERRY PLAZA	Patron stated "Today at 2:20 I attempted to board an f the front door was not open for me and the trolley was packed. I am a senior citizen and there were seats that were occupied that should have been vacated to accommodate me. Munis first mission is to accommodate seniors and people with disabilities. I would like to make sure that drivers are trained and made aware that by federal law those seats are to be made available to seniors and persons with disabilities. Also there should be a posted capacity limit because when the trolley becomes crowded it becomes a potential hazard because there not enough straps, railing and poles to hold onto for people who are standing."
458112	7/29/2014	31 BALBOA	MARKET ST POWELL ST SAN FRANCISCO 94102	The patron stated, "I was at Powell and Market and was there for almost an hour waiting for a 31 OB. One finally showed up and the operator went right by me and pulled up past the stop. By the time I got to her of course she was full because so many people had been waiting, and I couldnt board. I said to her thanks for not picking me up and she said I didnt see you. Im in a wheelchair." ADA Hearing requested and Video pull requested.
458121	7/29/2014	27 BRYANT	5TH ST HARRISON ST SAN FRANCISCO 94107	The ADA Patron stated: "I walked to the 27 Bryant stop and waited an hour and a half. I walked up 5th toward Market and stopped at 5th and Folsom and the nextmuni sign was showing arrival times for buses that never appeared. When I got home, someone told me that during rush hour, MUNI re-routes at 5th and Bryant every day because of rush hour traffic, yet there was no notice posted. I would like to request a callback from MUNI regarding this."
458143	7/30/2014	38 GEARY	OFARRELL ST TAYLOR ST SAN FRANCISCO 94102	Patron states that "I boarded the bus like normal with my walker. I am disabled; I am 60 years old woman. Operator gave me the lift. Operator should treat me the same way the way he treats people who are in the wheelchair. Ive been riding MUNI all my life. When I get on, I always tell the operator where I get off at. Operator advised me to just pull the cord. I pulled the cord to get off the bus. The bus stopped and a lady got on the bus and the operator started to drive. I said, "hey, I am getting off". I lost my temper and I told him "mother fucking bastard". The operator didnt like it and the operator responded "if you call me another bastard, I am going to knock you out". He threatened me".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458156	7/30/2014	5 FULTON	MCALLISTER ST FILLMORE ST SAN FRANCISCO 94115	Patron stated "Im a senior and Im also disable I was seating in the front section as always that bus fills up pretty quickly. Some young people were seating in the disable seats I was in the front seat next to the door and a woman in her late 20s was seating next to me. Across from me were an elderly woman and young man that always sit in this section. They were senior citizens going to the back of the bus. When we got to Fillmore 2 older ladies one quite elderly and one in her 50s got on. The same thing happen both the young man and woman look up and look back down and continue to play on their smart phones. Now Ive done this in the past and nothing has happen I said there are senior citizens on the bus. The gentleman got up and the elderly lady sits down. The other older lady stood and was kind of wobbly on her feet I asked the lady next to me if she was disable because she keep looking at the lady but wouldnt move also in the door way was another woman with a small child standing. When I said that to the woman next to me the driver went off on me. Quite loudly telling me that I was harassing passengers. Telling me it was her job to determine who got to sit and who got too stood. She told me that she saw the passes and the people and who needed a seat and who didnt. Again telling me I was harassing her passengers. I told her if that was the case why she didnt get a seat for the elderly lady. She again accused me of harassing the passengers and didnt answer my question and I told her that I wasnt harassing anyone just pointing out the facts that the disable and elderly needed seats. The woman sitting next to me got up but the driver was so burligant no one sits down".
458162	7/30/2014	J-N CHURCH/JU DAH	CHURCH AND 18TH	Patron states "I just got off the 33 and the J train heading downdown was stopped. I am disabled and the driver saw me trying to get to him. This J driver has repeatedly done this to me and hes the only does it. Most Muni drivers wait for me because they see I struggle to move fast. He just took off without me leaving me to wait 9 minutes for the next train. I am a disabled 70 year old female who works. Without Muni I would not be able to get to work. I depend on the help of Muni drivers in these situations and like I said most of the time I get that help. Once again though this driver leaves me as I am heading to him. I have personal conviction in my heart that Muni drivers shou;d be aware of people like me and do their best to get us where we need to go. Its not like he would have had to wait a long time for me. Maybe only 90 seconds if that. I was only crossing the street."
458174	7/30/2014	43 MASONIC	JUDAH ST 7TH AVE SAN FRANCISCO 94122	Patron states: NWC and SWC of Judah and 7th Ave for 43 and 6 busstop. New bus stop does not have the LED display or disable voice sign. Please tell me when is that going to be installed and why the delay.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458201	7/31/2014	31 BALBOA	TURK AT MASONIC	<p>I have been taking the buses for over 44 years in San Francisco In the past couple of years I have had the same problem happen on a regular basis. Go outbound on the #31 Balboa bus I pull the cord just past Lyon Street so I can get off at Central. 2 out of 3 times after dark the drivers ignore the bell and speed up (it is a short hill) instead of slowing down, unless I actually verbally call it out from the back(and I cant sit in from any more because so many of the seats are out of service) I yell and sometimes they will stop (remember I alwready pulled the cord and if I do it too soon the driver gets mad because he/she didnt have to stop at Lyon. This happened tonight at see time above and way too often. I wrote once before but obviously the drivers care more for speeding than stopping for passengers. I am disabled and having to walk a block is a lot for me. Another girl had to walk back a block as well and when I said something to her (she was in her 20s) well its only a block. I figure the amount of times I had to walk back because the drivers IGNORE CENTRAL AND SPEED UP (the excuses range from, I didnt hear it, I didnt realize it and the best is: Im sorry) I probably have walked a mile in the past two years...they Always SPEED UP ON TURK and really step on it after LYON IT IS A Nuisance TO THEM TO HAVE TO STOP AT CENTRAL. IT IS ALWAYS MALE DRIVERS..the female drivers ALWAYS STOP. FOR THEM, who NEVER TAKE THE BUSES AND NEVER WALK ANYWHERE...they wont get fired for making disabled lady walk...nothing...this complaint should be taken seriously because each time this happens you and the internet are going to hear how disabled people are treated on the buses</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458203	7/31/2014	41 UNION	UNION AT FRANKLIN/VAN NESS	<p>Dear Mr. Nolan, Dear Sir I boarded a Muni bus #5557 I think his number is #3452 or similar (I could be wrong because he obscured it) this was going East bound on Union St. and was at 2:30 to 2:40 PM the driver a 40ish African American or Hispanic. So, there is no reason his identity is not available. The driver was not only rude, but about to assault me. I boarded and did not think my monthly pass was needed to be shown he asks rudely to which I paid no mind and thought no problem and willingly and without a second thought showed my pass. I sat down he was very upset, I removed my headphones to which I had already had my radio off, he gets up and menacingly and violently ready to attack me comes up to me and tells me when I ask you for you pass you show me better. I replied not saying a word just smiling he goes on and on like he is going to hit me. He then tells me you do what I say. "I showed you my pass". He then excoriates me and looks ready to attack me. I just sit there waiting for him to stop he drives I get off at Van Ness he then moves his arm so I cannot read his number, he then is cussing at me while I disembark, he is not only dangerous but has mental problems and has a definite mental problem.</p> <p>I will be calling an attorney please save the video, please do not erase the video the bus number is #5557. This is beyond rude service which Im contacting a lawyer and find out what are my options. This is on the verge of being physically violent and more, he was being he was either African American or Hispanic, but he either treats everyone like this or picked me out for whatever a more ominous reason, to which I think is pure anger for whatever personal reasons. Look at the video and do not take my word for anything, watch the video if he attacks anyone else YOU are liable, if he is not dealt with YOU are liable this is beyond threatening and ridiculous this person thinks it is not only OK, but his job to threaten passengers and come up to him in a very threatening manner, again watch the video. I have not only a valid pass and showed him twice and would have gladly given it to him if asked but this behavior is not about the pas as HE made it clear HE was upset for another reason. HE came up to me and even after showing him twice he was moments from assaulting me. I wish he would have called the police for what I do not know because I have a valid pass, and I said nothing to him, I simply showed my pass twice and sat down he followed me and went ballistic, he was treating me like I did something wrong.</p> <p>I know I will see him again and if he attacks me I will allow him and sue SFMTA for every dollar I can get and allow my peers</p>
458254	8/1/2014	45 UNION/STOC KTON	STOCKTON ST CLAY ST SAN FRANCISCO 94108	<p>Disabled patron stated there was broken down MUNI bus the first bus went by the operator pointed to walk to the front patron walked to the front as soon as patron get to the corner bus # 5592 came by and pointed to patron to go to the back patron just walk from the back to front in order to board the bus patron finally was able to board another 30 bus outbound and when patron arrived at Chestnut & Fillmore patron confronted the operator and why you did not stop for my to board the bus the operator had an attitude when he responded to patron stated you shouldve have walk to the back of the broken bus patron said when there is broken bus patrons dont know where to stand either at the rear or front of the broken bus. Patron further stated that when the operator of 5592 started his route he was very nice to a White disable lady which made patron whose an Asian lady feels she was discriminated against.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458277	8/1/2014	Not Specified	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Patron states "Im at the Van Ness st station, the station agent, I asked the station agent for help to get my ticket cuz I have broken fingers. Then the fuckin station agent calls for the SFPD saying that there is a white guy causing trouble. I hear the sirens now and I am disabled."
458322	8/2/2014	49 VAN NESS/MISSION	MARKET ST VAN NESS AVE SAN FRANCISCO 94103	ADA patron states that "my friend and I was trying to board the bus and the operator wouldnt let me on because probably I am white. I have a cart. I am disabled. The bus was not full and theres a lot of room inside the bus".
458333	8/2/2014	48 QUINTARA/2 4TH STREET	24TH ST MISSION ST SAN FRANCISCO 94110	Patron stated "the driver didnt pull up to the curb at the bus stop he pull 20 feet back and Im sick and tired of it and that each every bus driver is going to hear it I want a supervisor to call me and hear about it."
458357	8/3/2014	47 VAN NESS	VAN NESS AVE PINE ST SAN FRANCISCO 94109	ADA Patron states that "I was waiting for the bus at the bus stop and the bus was coming between California and Pine. It was a red light. The driver was standing after 3-4 cars before the intersection. The operator opened the door and let the passengers off the bus. Other patrons ran when the bus opened the door and the operator suddenly closed the door. I was waiting at the bus stop because I am disabled. I stood in front of the bus so the bus will stop. The operator stopped because I was standing very close in front of the bus. Operator stopped the bus and he didnt open the door right away. When the operator opened the door, operator stated "you are suicidal. I will call the police on you".
458359	8/3/2014	47 VAN NESS	HOWARD ST 11TH ST SAN FRANCISCO 94103	ADA patron states "this particular stop on Howard and 11th and the bus operators were turning and they never stop on the curb next to bus stop. Operators are always stopping in the middle of the road. Its a common practice at this particular stop. This time I was asking the operator "why didnt you pull the bus close to curb?" The operator said "did you see the car in front me?" The car was not parked in the bus stop. The car was parked in the right space".
458367	8/3/2014	44 O'SHAUGHN ESSY	HERNANDEZ AVE WOODSIDE AVE SAN FRANCISCO 94127	Patron states, "The driver was mad at somebody who was trying to get on the bus with a bike. I am handicapped and somebody rang the bell for the stop before mine. The driver did stopped and I rang the bell for my stop. The driver shot right by my stop because he thought someone was playing with the bell and took me 2 blocks passed my stop. The driver gave me a hard time about it. I want a hearing and the video to be pulled."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458399	8/4/2014	CALIFORNIA CABLE CAR	CALIFORNIA AND TAYLOR	PAtron states "I want to report a Muni Cable Car Operator who was very rude and embarrassed me in front of a trolley full of passengers. I boarded cable car #54 and showe the driver my transfer. He said those are not allowed on here. I told them I used my transfer in the past and he said "Youre lucjy. You got away without paying then." THEN I showed him my disabled Clipper Card and he said "You cant use that either!" in a really rude tone. He then said "You can either pay the \$6 or get off." I will be calling back to follow up on this complaint because this driver needs to be reported."
458496	8/6/2014	19 POLK	POLK AND UNION	PATRON STATES HE WAS STANDING IN FRONT OF THE STOP, THE BUS DID NOT STOP, PATRON STATES HE WAS ABLE TO CATCH UP WITH THE BUS AT THE NEXT STOP, PATRON STATES HE TOLD THE DRIVER THAT HE WAS VISABLY STANDING AT THE STOP AND WHY DID SHE NOT STOP FOR HIM, PATRON STATES THAT THE DRIVER SAID YOU GOT THE BUS NOW, SO SIT DOWN AND BE QUIET, PATRON STATES HE ASKED THE DRIVER IF SHE WAS GOING TO APOLOGIZE AND THE DRIVER SAID NO, PATRON STATES HE TOLD THE DRIVER THAT ALTHOUGHT HE CAUGHT UP WITH THE BUS, HE TOLD THE DRIVER THAT HE HAS A DISABLITY AND THE DRIVER LAUGHED AT PATRON.
458514	8/6/2014	28 19TH AVENUE	19TH AVE HOLLOWAY AVE SAN FRANCISCO 94132	patron states, my daughter paid her fare and didnt get a transfer, then the pop officers got on the bus and asked her for her transfer, she told them that she paid her fare, but didnt receive a transfer, then the pop officers pulled her off of the bus and asked for her ID and as she was looking for her ID,they started searching her back pack, they found her medication and wrote the information from her medicine bottle, they found that the information that my daughter had told them matched what was on her medication, my daughter is disabled and cant express herself verbally, she did express that she was on her way to see her doctor and had become very nervous about this situation, these officers had no right to search through my daughters belongings, my daughter is 18,after they wrote the ticket my daughter got in contact with me, Im concerned because these officers searched her and even asked her to empty her pockets, when she went into her pockets, she pulled out money, then the officers told her that she should have paid her fare, or next time when she pays her fare to make sure she gets a transfer, do they have a right to search passengers like theyre criminals. I would like to be contacted by muni about this incident. my concern isnt the ticket itself, but its s the way she was traumatized .

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458518	8/6/2014	5 FULTON	VAN NESS AVE MCALLISTER ST SAN FRANCISCO 94102	<p>Patron stated "The man pulled up and he had a packed bus. He let everyone on and let me on last. He then proceeded to bring out the lift and the lift was working just fine, close the doors and went to pull away. and supposedly the bus wouldnt move. So then he opened the door and started messing around with the lift. It still wouldnt go. He did that about 2 more times. The lift was smoothly working. THE 4th time he sent the lift all the way out and was working okay, but the bus still wouldnt move. By this time, he had called it in, and all I heard was the location that he said he was at, he described it as Van Ness and Mcallister Inbound. We were headed towards Golden Gate Park. Ive never seen a driver do that. I think he was playing games to begin with. I said to him, why dont you turn the bus off and start it again. His response was he snickered at me. I was sitting in the seat behind him. I heard him in his seat, snicker. I thought that was odd too. Ive seen other drivers do it. It works on computers. He then put everyone off the bus. Then me last. He brought out the lift and it was working perfectly fine. So then I stood on the sidewalk in front of the bus, so I could see the front of the bus and what he was going to do. Within 3 minutes, he turned the bus off, turned it back on and the bus moved. He then got off the bus and told everyone to get back on except me. He said his supervisor told him that the lift was the problem and he shouldnt use the lift again. I think the guy was lying. I know he was lying. Ive been on these buses enough to know if the lift is problematic and that lift wasnt problematic at all. Bus drivers play games all the time and he was playing a game. His supervisor came up in a white pickup truck, the number was 735280. And he was filipino. The driver was a black male, light complexion, light eyes, in his 30s. When the supervisor got out of the truck at 3:29pm, the driver got out of the bus, I said to the supervisor that there was nothing wrong with the lift so dont blame the lift. He got out and looked at the lift. I said to him again its not the lift. He said its probably some electrical problem. I then asked the supervisor for his badge number. he was on his way to his car, he turned and looked at me and then turned back and went in to his car. I asked him twice. I thought that was suspicious. He knew something was going on. I think this is related to prior complaints Ive made about the bus drivers. Example: one black male who drives the 5 line and two asian males who drive the 47 and 49. These complaints were from the last month and a half. I think this is a backlash. Now the supervisors are getting in to it. I have already spoken to Matthew West about this incident and I would definitely like him to get a copy."</p>
458548	8/7/2014	7 HAIGHT/NOR IEGA	HAIGHT AND FILLMORE	<p>Patron states "I have an ADA complaint. I was in my wheelchair waiting for an outbound 71 and bus 8720 arrived. The driver told me he could not take me and closed the doors and took off. I would like a an in-person hearing. The driver was an African American male and I request Muni to pull the video."</p>
458566	8/7/2014	22 FILLMORE	HAYES AND FILLMORE	<p>Patron states " I was boarding the bus at Hayes and Fillmore heading towards Church and Market and the driver told everyone to get on the back. I told her I am permanently disabled and I cant get on from the back. She was letting a man off the bus with a walker. off the front with a walker and I said I need to get on the front. I got on and she cursed at me and gave me the middle finger. She told me God Bless you.. People like that need to be fired. I had a brain injury I was the victim of a hate crime."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458589	8/8/2014	12 FOLSOM/PACIFIC	16TH STREET	This bus has not shown up I can not remember when. I am disabled and had been sick almost two weeks. Do not know if the bus showed up then. But for the past two weeks I have yet to see a 10 arrive at 601am. As I have been complaining almost a year it comes maybe once or twice a month now if that. This is crazy. I am not able to take three buses to get to work that is too hard on me. By the time I get to work if I can get there on time I am too tired to work. I have been having to try to take taxis or miss work because I can not afford to get there every day by taxi then lose money by not going to work. It is a lose lose situation for me. If this bus ever going to start again. Let us know but this needs to be rectified. Or I will be going broke or lose my job because muni can not get bus drivers to work routes.
458603	8/8/2014	5 FULTON	CABRILLO ST LA PLAYA SAN FRANCISCO 94121	PATRON STATES: "TWO DRIVERS ON THE 5 PASSED ME UP AT THE CORNER OF CABRILLO AND LA PLAYA. IS THIS STILL A STOP. THEY WERENT FULL AND THEY HAD PICKED UP PASSENGERS. I AM STANDING HERE WITH A WALKER. THE FIRST ONE JUST DROVE PAST ME AND THE SECOND ONE JUST WAVED. IS IT BECAUSE I AM DISABLED? DO I HAVE TO MAKE AN APPOINTMENT. A THIRD BUS JUST PULLED UP AND HE DID STOP FOR ME. THE THIRD BUS, WHICH IS THE ONE THAT PICKED ME UP WAS VEHICLE NO. 5604."
458623	8/8/2014	41 UNION	UNION ST POLK ST SAN FRANCISCO 94109	ADA Patron states "She was a black female driver. Im handicapped. I cant walk. Whenever she sees me she wont pick me up. She just laughs and makes fun of me. I am not the only one. There are other people that have the same problem. She doesnt like to pick up the sick or the elderly. I don think thats part of her job, Shes supposed to provide a service to people, not make fun of them."
458642	8/8/2014	38 GEARY		caller states " people did not move as I was heading toward the ADA area. A lady had a cast on her leg and I accidentally rolled over her foot with my wheelchair."
458657	8/9/2014	5 FULTON	NA	PATRON STATES THAT SHE IS DISABLED THE DRIVER IS JERKING THE BUS AROUND, PATRON STATES THE DRIVER PRESSES ON THE BRAKES REALLY HARD.
458700	8/10/2014	38 GEARY	GEARY BLVD FILLMORE ST SAN FRANCISCO 94115	Patron states: Operator after picking up other passengers, just left the wheelchair patron at the stop and took off. I thought ADA patron has priority! Thank you.
458706	8/10/2014	8X BAYSHORE EXPRESS	BRYANT ST 6TH ST SAN FRANCISCO 94107	Patron states: Yes, I want Muni to call me on this complaint. I am handicap and on crutches. While getting off the bus, operator hurriedly pushed the button without announcing. So I was jerked forward on the handicap platform while lowering, holding on to the rail, and almost fell! What if I got hurt? This operator is SO RUDE! He pulled so far from the curb even when I walked up to him.
458712	8/10/2014	45 UNION/STOCKTON	5TH ST	Driver drove past me., an elderly with a cane and another man without stopping.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458750	8/11/2014	9 SAN BRUNO	16TH ST POTRERO AVE SAN FRANCISCO 94103	<p>Pls note: Complaint taken with a Spanish interpreter)</p> <p>Patron stated: When I got on I have my chiquaqua service animal, i saw there were available seats on the right and on the left of the driver and I sat on the right. There were two drivers on a Muni uniform that were also passengers. When I was about to seat, the driver tap his back and told him to seat over there pointing to the area where you put the wheelchair. I got up and seat next to the wheelchair accesible seat because I did not want to get up and move in case a wheelchair came along. I sat there and the driver pushed me not hard but he should have not touch me anyways telling me to seat at the place where he wants me to seat. AFter this happen I told him I want to seat herr, I dont want to seat there. In that moment he got up and I sat on his left side and the driver got up angry and sat in front of him and start yelling at him...things that he does not understand completely but it was regarding how he can be seating next to a fuck--- dog. And there was another person with the same uniform for Muni and he said the same comment to that person. And then they all got out of the same stop on 24 bus line. I need this animal it is my service animal. I should not be treated like that. They were suppose to be helpful/kind.</p>
458762	8/11/2014	48 QUINTARA/2 4TH STREET	24TH STREET	<p>Operator passed up stop at South Van Ness Avenue. Due to long boarding process at Mission Street I was able to catch up with the bus and board which is how I got operator number. I am a disabled person with a bad knee so was fortunate to make the fast walk to catch up with bus despite the pain it caused.</p>
458795	8/12/2014	J-N CHURCH/JU DAH	N/A	<p>This is regarding the complete lack of regard for people requiring seats, including your new trains. How do you think REMOVING seats is possibly going to help the situation? Everyone wants to sit down, and apparently, the younger people (17-30) seem to think they are entitled. Elderly and OBVIOUSLY handicapped people, as well as people like me who suffer from non-visible issues (neuropathy from chemotherapy damage to my feet) are almost never offered handicapped seats by these selfish people, who are too busy typing away on their electronic devices. You should employ your goon squad to tickey these individuals, which I am sure would bring in more revenue than ticketing them for non-payment.</p> <p>The solution would be to put handicapped reserved signs on all the seats in the front of the car (including the first 3 rows facing forward). If people dont vacate them, start ticketing. This is actually a federal law. You are sure quick to ticket for non-payment. How about something that actually affects peoples physical well-being. If you cannot see to this, I will contact the ADA directly.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458799	8/12/2014	45 UNION/STOCKTON	4TH ST TOWNSEND ST SAN FRANCISCO 94107	Patron stated "It was a lot of people, he did not departure he was on the phone the sign says he departure 4 minutes ago and when I asked him excuse me sir, why didnt you departure he said "shut up" and then when I tried to call to complain he listening in on my conversation an made a gesture and he pointed at me with his finger and then he departure and got halfway down the block and then he said to everybody they have to get off the bus he does have power, he close the door and everybody left and he still going to the next stop and then stop he pick all the people up at that stop and Im walking and he didnt take me and Im 70 years old and Im disable and I walk and I want to take some action and I dont this operator anymore I dont want to see him I think it not far to have an operator like this one".
458800	8/12/2014	27 BRYANT	5TH AND HARRISON	Per Muni patron. It was about 10 days ago. I was waiting for IB 27 at 5th and Harrison. I waited an hour and a half. I am disabled... walking is difficult. I walked to 5th and Folsom, and was told by another person waiting, that during rush hour the 27 makes a change from its normal route. Rather than left at 5th and Bryant, it will turn left at 6th and Bryant. I believe when its on that changed route it goes up to...uh, it returns to 5th St. I cant give you a clear picture of the route. They dont stop at 5th and Folsom. So there was no notice posted at 5th and Harrison that this would be happening. After waiting an hour and half, I was completely pissed off. On the day this happened, I explained this complaint to someone at Muni, outside of 311, I was told I would get a call back that would notify me about a meeting on this subject but have not received a callback. I dont have the information of this individual. I want a durable sign posted at 5th and Harrison about the change. They have had 10 days to get it up. If the bus is not going to stop there, there has to be a notice there on that bus stop.
458803	8/12/2014	19 POLK	SACRAMENTO AND POLK	per caller.. at Sutter and Polk, the driver did not stop although there was a female about 3 ft away from the shelter.. he just passed her, then at Ofarrell and Polk, there were 3 men at the edge of the stop - they whistled but he passed them by..after that I considered reporting him.. At mission and 8th a female with a wheelchair was there.. she has a hard time getting on the lift and he told her she needed to get on by herself it was not his responsibility to help. A passenger got off and assisted this woman to get on but the driver did nothing to assist - then all the passing of folks - something is wrong. Caller would be available for feedback on this.. but didnt want a hearing
458818	8/13/2014	8X BAYSHORE EXPRESS	STOCKTON	all way on every Wednesday the bus drivers let this recyclers up and block the door ways,they put their stink bags on the front of the wheel chairs user.Today I almost miss Bart train at Powell station.If the bus catch on fire we can t not get out the bus,and it can sue the city for it

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458841	8/13/2014	45 UNION/STOCKTON	KEARNY AND GEARY	Patron states "I witnessed something yesterday that I had to call today to report. I was at Geary and Kearny at 3:02pm and the 30 bus (Vehicle 5549) stopped to let people on and off. A disabled man tried to board as well and the Muni driver closed the doors in his face and took off. I could not believe my eyes. The man (Whom I do not know) shrugged and was dissapointed he was not able to board. Because he was disabled and had a speech impediment I figure he would not report this so I wanted to. The man was just left there waving at the driver and I even offered to let him use my phone to call you guys but he declined."
458842	8/13/2014	28 19TH AVENUE	19TH AND TARAVAL	walking towards the shelter, the clear channel truck was here cleaning the shelter.. and I am disabled - the bus couldnt stop at the shelter due to the truck being there. The guy/cleaner told the driver to wait for me as I couldnt get there fast due to my being disabled... bus was pulled in before the shelter.. I tried to get to the bus, but when the light changed and the driver did not wait for me.. he just took off leaving me there. Bus was either 8227 or 8204
458845	8/13/2014	47 VAN NESS	11TH ST MISSION ST SAN FRANCISCO 94103	Patron states: 47 outbound, vehicle no 8340. Mission and 11th Street. Bus arrived. Driver opened the front door. 2 people got on but shut the door on me. I was on a cane trying to get on through the back door.
458864	8/13/2014	57 PARKMERCED	ABALLO AND GARCES	Caller stating this driver didnt know the route. " I have MS and this driver took me 8 blocks out of my way and he refused to left me off. I ran the bell and he never reacted... when I told him I needed to get off he just ignored me. He spent a lot of time taking to other passengers. I time my trips because of having MS and this caused me to have to walk all the way back which is very hard for me.. it ruined my day and exhausted me. My legs now are useless for the rest of the day."
458869	8/13/2014	K-T-L-M-S (Misc Unsorted)	19TH AVE EUCALYPTUS DR SAN FRANCISCO 94132	Patron stated "As I got on the train, I ran towards the bus with my little brtoher. She asked to muzzle my dog, I said it was a service dog. The driver refused to give me a transfer after I paid. She asked to see my ID. They dont have the right to do that. She said she has the right to ask for her ID. I told her that I already paid and she has to give me a transfer. She started yelling at me and raising her voice, saying she knows more than me, where do I get that information and that info is incorrect. Eventually she just started the train moving and still refused to give me my transfer so I went to go sit down."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458885	8/14/2014	Not Specified	MARKET ST 8TH ST SAN FRANCISCO 94102	<p>Patron states: "I was in the Bart station after paying my fare, I was already approaching the escalator. I am disabled, I have two broken arms and have metal in each. I have a hard time carrying my bicycle and I know that I am not suppose to go down the escalator with it. The elevator was not an option due to urine being in it, I was to going to use the elevator for that reason. So Im on the escalator, I cant hear out of my left ear due to my head injury. I could barely hear a mans voice saying bike on escalator. Im already on the escalator, I dont turn my head because Im already on it. I ignored him because I am already on it and you can not go backwards on an escalator at least to my knowledge and be safe. The next thing you know my bike that is attached to me is being yanked from me from behind and I start screaming at the top of my lungs WHAT ARE YOU DOING. He announced Im a BART cop before he touched my bike, unbelievable! I see around his neck that he is not a Bart Officer because he was wearing a SFMTA ID around his neck and that he was just trying to be a cowboy. He tried to take my bike from me, Im screaming let me go, he comes onto the escalator with me struggling over my bike. I fall and he falls sown the escalator. Then he starts saying I assaulted him with my bike. I was saying why are you doing this to me? You are the one assaulting me. I was upset. I go to the platform and the man goes back up the escalator screaming I assaulted him. There are cameras everywhere to show what really happened and that he was to blame. I am now at the platform really upset waiting for my train. Im about to walk onto the train and 2 BART police approach me with this man again. I have such a bad head injury, I have no control over my emotions. There are witnesses telling the police to leave me alone in fear that they are going to shoot me. Because I am insane at this moment freaking out. So what ends up happening is that I want to press charges against me and he tells the police he wanted to press charges against me. I cant go to court and then end up going to jail because of him. The Bart police took a report. They basically said the DA will press charges against him or me. I dont know if there are cameras and the police wouldnt provide me with his name, but that once the report was entered he I could get a copy of it. I had left the work that day to go to the hospital due to stomach issues. I am disabled, I dont look like it. I am 39 years old and look 29. I cant even sleep in disbelief that this man posed as a police and is not. I have a spinal cord injury and arm injuries and him pulling my broke the way he did really hurt me. This is all so upsetting."</p>
458943	8/15/2014	Defunct	NA	<p>Patron states "Everyday or every other day, when I take the street car or bus, they have the young people sitting in the front. The bus drivers need to put the recording on that states that seniors and disabled have the front seats. Also the bus driver should say something when there is an argument between the seniors and younger people. Too many younger people are sitting in the front & they are not getting up for the seniors. Yesterday there was a lady & gentleman getting on with a cane and the 22yr old did not get up to offer the seat to the seniors."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458958	8/15/2014	45 UNION/STOC KTON	3RD AND HARRISON	Patron I tired to get on the bus but the operator didnt open the back door she moved the bus so far in front of me, she stopped in front of me with th back doors. I tried to get on and push the button for the back door and it wouldnt open. I moved to the front and she didnt open the door. I never know where to stand at the bus stop to board the bus and Im a person with a disability I have a lot of problems with pain in my hips Im not the most... call dropped.
458967	8/15/2014	Not Specified	FILLMORE ST CHESTNUT ST SAN FRANCISCO 94123	The ADA Patron stated: "As a senior with a handicap concern the new 43/30 bus stop at Fillmore and Chestnut is a big problem. There is no place to sit if you are waiting for the 43."
458974	8/15/2014	31 BALBOA	VAN NESS AVE ELLIS ST SAN FRANCISCO 94109	Disabled intending patron trying to board bus and and asked driver for the lift and the driver said it was not working. When patron finally got on the bus the driver then called him a mother fucking fagot. This happens a lot with this same driver. Everytime patron asks for the lift from this driver, this driver always says lift is not working. So this has happened many days in a row.
458975	8/15/2014	J-N CHURCH/JU DAH	COLE	My 67 year old uncle, who is disabled and walks with a cane, and my 7 year old daughter were repeatedly berated by a MUNI driver yesterday. The driver stopped the train, got out of the drivers area, walked up on them and told my uncle he needed to vacate the disabled seat & give it to a senior or a disabled person. HE IS BOTH A SENIOR CITIZEN AND DISABLED. Despite having every right to sit in that seat, my uncle told the driver repeatedly that he would vacate the seat when someone more disabled than him needed it. This wasnt good enough for her. The driver kept at him, humiliating him and my child. Please note that my uncle was holding his cane and there were empty seats left for the disabled. Furthermore, there were other people sitting in seats designated for seniors & the disabled who were neither disabled nor seniors and the driver did not berate any of them. This driver seemed unstable to both my uncle and the other passengers, who discussed her conduct and found her to be totally out of line. When they arrived home my child was in tears. My uncle lives in constant pain and had a double hip replacement just a few months ago. He is veteran. And again, he is a senior citizen. There is simply so excuse for this kind of behavior. They both felt targeted and had no idea why or where this drivers temper tantrum came from.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
458976	8/15/2014	12 FOLSOM/PA CIFIC	SUTTER ST SANSOME ST SAN FRANCISCO 94104	The ADA Patron Stated: "I take the 10 Townsend heading outbound and its bus 8220 and this bus driver stopped half-way downthe block before the bus stop and he let a few passengers on at that location. Afterward he pulled all the way into the far lane and he wasnt going to stop at the bus stop. We went into traffic and tapped on the bus door and he opened the door and started yelling saying we shouldve went up to him when he was in the middle of the block."
458977	8/15/2014	8X BAYSHORE EXPRESS	SAN BRUNO AVE BACON ST SAN FRANCISCO 94134	Patron stated, "He was on Bacon and San Bruno and the bus showed up and he was crossing the street and people were getting on and as he was going to the bus to board the back door the bus closed on him. As the bus was going down the street, the traffic was slow and he had an interview and ran to the next stop and was able to board the bus. He asked the driver why did you not open the doors for me at the last stop because you saw me. But the driver indicated that he did not see him. He saw the bus at 5:20pm and boarded the bus at the next stop at 5:26pm."
459015	8/16/2014	22 FILLMORE	WASHINGTON ST FILLMORE ST SAN FRANCISCO 94115	patron stated, "I am a little disabled and I cannot walk very well, I asked the driver to go down on the bus. The lady refused to go down on the bus and I had to get on the bus with great difficulty. I sat down on the bus and two blocks later there was a black lady waiting to get the bus and the driver did go down on the bus abd lower the steps, so this is descrimination. Later when I came down she lowered the bus."
459038	8/17/2014	F MARKET & WHARVES	CHURCH ST MARKET ST SAN FRANCISCO 94114	Patron states - The driver is very rude and discourteous. He was yelling at me about service dog has to have muzzle. This driver also refused to give me his employee ID when I asked him. This driver has been rude to many other passengers.
459044	8/17/2014	14 MISSION	MISSION AND SYCAMORE SAN FRANCISCO	Intending patron states that "I was talking to the operator if he will stop at 22nd and mission and the operator said "no". As I was talking to the operator, the operator shut the door in my face and pulled off while I was knocking on the door. I am disabled person also".
459085	8/18/2014	F MARKET & WHARVES	RANDALL	I was visible to the driver going up the ramp to the wheelchair point for the train to stop. I waved at her and saw her face and she was looking at me. She passed me and the ramp entrance up and stopped at the main Randall stop. I got on the train anyway with 2 passengers lifting up my wheelchair. The driver stated that she was running 10 minutes late and she thought I could just wait for the next bus which was "probably right behind her". Im not having it, Im on my way to work and bus drivers pass me up EVERY day.
459122	8/18/2014	K-T-L-M-S (Misc Unsorted)	OCEAN AVE JUNIPERO SERRA BLVD SAN FRANCISCO 94127	2 disabled patrons waiting up on the muni platform and the KT train drove right past us and looked at both of us. patron was waving her arms and this driver blatenly passed all patrons up. Patron has a broken foot and the other foot is swollen. patron is very upset that the driver just drove right by and that there was not another train until 10-12 minutes later. Patron would like to hear from simeone at muni. A letter or a phone call regarding this as this is unacceptable.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459142	8/19/2014	5 FULTON	MARKET	Last Tuesday and today the bus driver blew right by market and Sansom Sutter stop. I have plates in my right ankle which h does not allow me to run. I am standing right there with my clipper card in hand and start walking to the bus but he keeps going. Today I knocked on the side of the bus as he kept going and he never stopped. Clearly muni does not give a shit about people like me. While looking at me you cant tell but it becomes evident when I start walking. I feel like talking to the media as I have seen people in wheelchairs passed by as well. Your drivers lack sensitivity to those of us who need a few seconds to vet to the door. This behavior is unacceptable and the drivers should be dismissed and not allowed to return. Next time I will videotape it and post it on the social media sights along with a picture of my ankle showing why you guys lack sensitivity.
459159	8/19/2014	8X BAYSHORE EXPRESS	STOCKTON	first no 8X outbound at 530am and the next 8X 546am let all the recyclers on the bus,with big bags stink,fluid leaking out of the bags,and put the bags blocking the walkway of the bus.Put in the wheelchair space and block the door way too.It a fire hazard too.I was late again to work this morning because stupid muni.Tommorrow the bus driver let the stupid recyclers on the bus again.I put this on facebook and etc about muni not doing anything about this
459161	8/19/2014	K-T-L-M-S (Misc Unsorted)	OAKDALE AND 3RD	patron says " it took the driver over 5 mins to come out and assist with lifting the chair so that i can park my power chair in the handicap spot. when i was getting off the train, the driver closed the door on my left leg on purpose, im in a power chair with several ailments, my leg and ankle both swole up and hurting. it took me this long to call because i just moved and got my phone line hooked up"
459165	8/19/2014	27 BRYANT	26TH ST BRYANT ST SAN FRANCISCO 94110	patran says " ever since the street got repaired the signs & notifications stopped working. im elderly and it helps to know when the buses are coming. a lot of times the driver doesnt see us, so if the signs were working i could at least stand up when knowing how close the bus should be" ADA RELATED
459255	8/20/2014	31 BALBOA	MARKET ST SANSOME ST SAN FRANCISCO 94104	The patron states: The Muni Bus Stop 15689 does not audibly read all of the vehicles that stop at this location. The location leaves off the 38 busses and others that we frequently ride. Also, We believe that this is an issue at all of the stops along Market ST.
459337	8/22/2014	CALIFORNIA CABLE CAR	CALIFORNIA	Cable car was in crosswalk, partially blocking the pedestrian crossway.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459349	8/22/2014	Not Specified	Mission	<p>August 5th 2014 8:26am Bus Number 7101 Bus stop ID 15535 Bus driver pass up wheelchair needing the bus at 5th & mission on the 14 muni line Inbound. Requesting a hearing Date?</p>
459405	8/23/2014	9 SAN BRUNO	POTRERO AND 21ST	<p>Per caller: I was at this stop, I am disabled, using a cane - the bus pulled up - wheelchair got off - I have a cart, small metal with some items in it.. - asked the driver to allow me to use the ramp, he refused and told me to get on the back.. I told him I was disabled and he told me " I dont care".. he then closed the door on me and left me there. Caller does want a hearing... by phone</p>
459409	8/23/2014	8X BAYSHORE EXPRESS	SILVER AVE SAN BRUNO AVE SAN FRANCISCO 94134	<p>Patron states: "I got on the 8X going to downtown; I paid .75 since i am disabled and advised driver that I can proof that I am disabled. The driver acted like she didnt want to see and began to make smart taunting comments and remarks. I said "I already paid you enough I already showed my disability" Driver told me to get off the bus and then she said she would call the cops. Now I am late for the job this is my 2nd day in three days I am late. I have lost a job because of this. I would like refund and compensation for this incident. My experience with muni in the past i doubt that this will be addressed. I have very little faith that this will result in action. My complaint doesnt matter. I have been assaulted by a two muni drivers in the past year. I can be reached at</p>
459415	8/23/2014	14 MISSION	8TH ST MISSION ST SAN FRANCISCO 94103	<p>Customer states: This happened a few minutes ago. I work for the Homeless Outreach Team. I just witnessed an old fella with his walker-with-seat-with-big-wheels being passed up by this operator. When the bus pulls up, old fella sat in the walker seat waiting for operator to lower the ramp, as the door open, in order to get on the bus. Instead, the operator closed door and just took off! This is unacceptable! The bus is not even full. Thank you.</p>
459440	8/24/2014	9 SAN BRUNO	11TH AND MARKET	<p>Patron states "I am in a wheelchair and have already had a pretty bad day to start. Because of the earthquake the evlevators in my building were shut down. I finally make it to the bus stop to get to an appointment and bus 8606 arrives. The driver told me "One wheelchair seat is taken and there are people sitting on the other one." He left my there at the stop instead of having the people in the other wheelchair seats get up and move. The bus was not full so it would have been very easy to do that. This was at 11th and Market and the driver was a young African American male who seemed like he didnt really care."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459441	8/24/2014	Defunct	LEAVENWORTH & POST	Patron stated " I went to catch the bus number 2 at Leavenworth and Post. Because Im blind I wasnt completely sure where the bus stop was. So I stood there. I heard the bus coming today approximatley at 9:10 am. The bus went by without stopping than I realized that I was only a few steps away from the stop. Because I assumed that because I wasnt right at the bus shelter the bus didnt stop. But I was only a few steps ahead of it. So the driver should have seen my cane that I use due to my blindness. Because what he did I check the next bus and the nextbus wasnt for another 20 minutes later. I used my cell phone to check when the next 38 bus was going to come. Since the stop is only 2 blocks away from where I was. Its at Leavenworth and Ofarrell. As soon as I got to that stop thw 38 bus came and I got on. I called the stop at 3rd and Kearney. The bus driver stopped before 3rd and Market. Which is not the normal stop. He didnt tell me that he stopped before 3rd street. So I had to figure that myself. And cross 3rd street. Which there was no need for me to cross if he would have stopped where he was suspose too. In addition to that he stopped right in front os a set of mailboxes. Which are normally 1 step from the curb. So when I got off the bus and tried to find the curb to step on the sidewalk. I walked into those mailboxes. He never said a word. This was the 38 bus at 9:25 today. "
459451	8/24/2014	52 EXCELSIOR	BRAZIL AVE NAPLES ST SAN FRANCISCO 94112	The ADA Patron states: The NextMuni Display and audio have never been activated at this location. Please active this system.
459472	8/25/2014	9 SAN BRUNO	SAN BRUNO AVE WILDE AVE SAN FRANCISCO 94124	Patron stated: "This operator was very disrespectful to me and my child. She was late, normally this bus would arrive at about 6:41 AM but she arrived at 6:47 AM. She pulled up in the street next to the 8X to block the 8X. I was trying to get her to pull in behind the 8X because I walked beyond the 8X and stood in the bus zone behind the 8X. While I was out in the street, before I even boarded the bus, she yelled out Dont tell me how to do my job. I had to go out into the street to board the bus. I told her that I did not want her to pass us up. She said I wouldnt do that because there were other people in the stop. I am diabled, with a bad knee, she did not pull to the curb, and I had to ask her to lower the steps. She is supposed to have her ID number on her sleeve but she did not."
459494	8/25/2014	67 BERNAL HEIGHTS	25TH ST FOLSOM ST SAN FRANCISCO 94110	The Muni Stop ID 14681 on the SEC , The red SFMTA curb at the bus stop needs to be repainted. Cars are parking there and blocking the bus stop. The curb was replaced and only a little of the red curb remains but is ignored by vehicles.
459496	8/25/2014	9 SAN BRUNO	23RD ST POTRERO AVE SAN FRANCISCO 94110	Patron states "I was sitting on the bus & Im in a wheelchair, I told him I had a transfer and I couldnt find it. He kept on saying "Oh no you dont have a transfer" and telling me youre going to get a ticket. I asked him to please give me a minute to find it. He wouldnt give me a chance to explain myself. I found my transfer and he wouldnt listen to me and he doesnt want anything to do with me. I dont think he should be treating customers with disrespect."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459505	8/25/2014	F MARKET & WHARVES	8TH ST MARKET ST SAN FRANCISCO 94102	Intending ADA patron states that "I was standing at the bus stop waiting to get on the train, I am disabled, I have a service animal with a tag. I have a proof with me that she is a service animal. Im clearly disabled because I walked with the assistance of a cane. This has happened before; operator didnt opened the door for me. Same operator with the same line. I knocked on the window and showed the operator my disabled pass and operator points the dog and I show him her tag as a service animal and operator wont open the door".
459506	8/25/2014	28 19TH AVENUE	19TH AVE HOLLOWAY AVE SAN FRANCISCO 94132	patron stated "I was attempting to get on the bus, there were a lot of students around and I was waiting at the curb so that my wheelchair could be loaded. The driver let everyone else on and then said to me that there was no more room on the bus. I said to him that I was waiving my arms so that he could seer me and he said that he did not see men and that I would have to catch the next bus. He was not mean or anything but I know that he looked up and saw me. He was not apologetic. He had that Oh Well Attitude, like what do you want me to do. Most of the drivers either let me on first or make room for me when everyone else is on the bus but his oh well like attitude is what made me angry."
459545	8/26/2014	47 VAN NESS	VAN NESS AND MARKET	PATRON IS IN A WHEELCHAIR, PATRON STATES THE DRIVER STARTED YELLING "YOUR FARE YOUR FARE" PATRON STATES THE DRIVER SAID PATRON WAS TAKING TOO LONG, PATRON STATES SHE GOT HER CLIPPER CARD OUT AND TAPPED CLIPPER CARD, PATRON STATES THAT THE DRIVER SAID NEXT TIME HE WOULD NOT LET PATRON ON THE BUS.
459555	8/26/2014	48 QUINTARA/2 4TH STREET	PORTOLA DR	I and my 86 year old mother was waiting for the 48 Quintara St bus at the Portola Dr @ Waithman Wy stop heading to West Portal when bus #8134 arrived at 10:32AM. The bus still had some empty seats left but the driver refused to open the front door for my mother and told me and my mother to board at the rear of the bus. My mother uses a cane and requires the kneeling bus. All the driver kept doing was point her at the rear door without opening the front door so we boarded in the rear. This is not service to the elderly and we found the operator was actually talking to another passenger all the way to the terminal at Ulloa St & West Portal Ave.
459562	8/26/2014	K-T-L-M-S (Misc Unsorted)	POWELL STATION	patron says " got on M train that took N route. I am sure it was an M train and it may have been mislabeled. im in a wheelchair and this took me out of my way" ADA
459570	8/26/2014	14 MISSION	9TH ST MISSION ST SAN FRANCISCO 94103	Patron states the female driver passed us up.The bus was empty.There was no reason for her not to pull over.Now I will be late for work.I hope I dont get fired for this.Also their was a man in a wheelchair who had a appointment.He left to catch a bus on Market St.He said f*** this sh**.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459572	8/26/2014	Defunct	16TH ST AND BRYANT ST	Patron states the driver was beyond rude.I am 67 years old. I am disabled and can not run.I crossed in the crosswalk.The driver was stopped at the red light in the bus stop with the door open.I made eye contact with the driver I stepped out in front of the bus.I was back on the sidewalk.I yelled out "Please wait" Please wait".In return I got a wide grin from the driver.At that point the light changed he had a green light.About four steps before I got to the door.The driver slammed the door closed with a big grin and he took off.He simply took off just to make the light.There were other people around who seen this.I was very angry since I rely on Muni.I was very angry that I yelled out"You son of a bit*h.The driver waited the entire light grinning.There were three or four people watching they said,I hope they get him.I dont have a cell phone or I would have called at that time.So I called today once I calmed down.This was one of the rudest things Ive had a driver do to me.There are a very few driver who do this,especially to the elderly.
459598	8/26/2014	43 MASONIC	GENEVA AND SAN JOSE	per caller - I am in a wheel chair, got on the bus, asked for the seat belt and a tie down. Driver tried to assist but tie downs did not work.. then he tried the seat beat and it also did not work..so the driver said, "I tried, do you want to catch another bus ?" AT THIS POINT - 311 LOST THE CALL.. I CALLED BACK - LEFT MESSAGE WITH COMPLAINT #
459613	8/26/2014	44 O'SHAUGHN ESSY	HAGIWARA TEA GARDEN DRIVE	I have injured leg and saw bus coming before i could walk all the way to bus stop. Tried to flag driver down to wait or let me on bus ahead of stop. Driver pointed to bus stop and kept going. Would not wait for me at stop even though I have injured leg. Seriously jerky behavior. I was slow but would only have been a minute. Bus not crowded at all . Possible ada violation, I dont know
459621	8/26/2014	31 BALBOA	LEAVENWORTH ST TURK ST SAN FRANCISCO 94102	Patron states " I was boarding the bus to go outbound on the 31 bus. I asked the driver to please use the lift and he said its not working." This is the tenth time this driver has done this to me." Im disabled and Im not able to board the bus without the lift. I use a walker. Sometimes he just closes the door in my face or he sees me and doesnt stop."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459634	8/26/2014	Not Specified	MARKET ST POWELL ST SAN FRANCISCO 94102	<p>patron stated that " the operator of the cable car saw the patron with a cane standing in the back out of the doorway and out of the yellow zone and the patron has to stand and uses a cane because when the patron sits it is very painful to the patron and the operator said to the patron you have to sit for the ride and the patron sat down but got up because it was to painfull". patron stated that "patron always stands because the patron can not sit and has been for 15 years and never has been hassled and the operator said he was doing it for the good of the patron". patron stated that " but operator does not know the condition of the patron" patron stated that " operator insisted that the patron sit or they were not going to move the cable car and the grip was looking at the operator and would not move until the patron sat down and it was very painfull so patron stood back up because patron could not sit because it was too painfull". patron stated that " the operator stated that if the cable snaps it could injure the patron". patron stated that " if someone standing back there without a cane would they get hurt also if they were standing back there and the operator would not answer the patron". patron stated that " operator still wanted the patron to sit not knowing patrons condition". patron stated that " when the patron got off at bush and powell the patron asked for the operators number and tried looking for it on the shirt but operator kept moving in circles so the patron could not see it when the patron got off the cable car". patron stated that " the patron wanted to see the operators number while the patron was trying to get off the cable car and the operator kept moving and would not show it to the patron and the operator put his hand over the number while going in circles and then called the patron a stupid a-- when the patron got off the cable car. patron stated that " patron knows his limitations and what is best for patron".</p>
459635	8/26/2014	19 POLK	7TH & HOWARD ST.	The caller states, "The operator had a guest who utilized the entire front seat. She rides back and forth."
459674	8/27/2014	F MARKET & WHARVES	POWELL AND MARKET	<p>Patron states I already was slightly delayed because I was waiting on the underground for 15 minutes because the underground was backed up (problem,disabled) before I went upstairs/outside. I get to the street car it was sitting there I got to the vehicle, the operator was attending to someone else I walked onto the vehicle with my disabled montly pass. Tt said it was out of service when I tagged the pass on the transponder. I went to sit four seats from the operator. It ook the operator 5 7 minutes to deal with whatever he was doing on the street. The operator said do you have a pass? I said, yes I do and got up to show it to him. The operator says did you tag it and I said its out of service did you knot know that? He kpet looking at me in the mirror, he was giving everyone a difficult time. He needs to have his mechanical stuff working or dont hold it against passengers!! He delayed everyone and was being overly aggressive. Delaying service all the way down market street and then for me to ask can I have your information? I have to the right to get his information and he didnt want to give his ID number..= Now Im not feeling well and muni has to play their games. Caller was anemic and had to release the line, he wasnt feeling well.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459733	8/28/2014	14 MISSION	MISSION STREET AND 5TH STREET	<p>August 5th 2014 8:26am Bus Number 7101 Bus stop ID 15535 Bus driver pass up wheelchair needing the bus at 5th & mission on the 14 muni line Inbound.</p> <p>Requesting a hearing Date?</p>
459776	8/28/2014	48 QUINTARA/2 4TH STREET	24TH AVE	<p>Refused to pick up child in a wheelchair because bus was crowded and driver didnt want to bother. No other reason stated for not asking people to move to the back Nd let wheelchair on. There was enough space on the bus. Driver kept saying "there is another bus 4 minutes behind me" but she couldnt know whether the wheelchair ramp on that bus worked, whether there is already another wheelchair on the next bus, or if something will happen to take that bus out of service. Completely unacceptable to inconvenience disabled passengers like this. Please emphasize this to all drivers. There is never an excuse to leave a disabled child on the sidewalk, especially in this case.</p>
459784	8/28/2014	19 POLK	MARKET ST HYDE ST SAN FRANCISCO 94102	<p>caller: I was at the stop and the driver pulled up and picked up people. I went towards the door and he would lower the lift. I am in wheelchair.</p>
459808	8/29/2014	36 TERESITA	30TH ST MISSION ST SAN FRANCISCO 94110	<p>The patron stated, "Yesterday between 615PM-0630 I was waiting at the stop at 30th and Mission 36 IB. The operator didnt stop -he stopped about half a block away fro the stop. The person that takes care of me made the sign for the bus stop. After boarding, I asked the operator why he didnt stop and the driver said he doesnt stop when he doesnt see anyone at the stop, but I was at the stop. He said if I didnt like it I could get off the vehicle. She treated me very poorly, with me being disabled. The number is 8528." Hearing declinded.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459818	8/29/2014	54 FELTON	DALY CITY BART STATION	The patron stated, "Im requesting a call back today from a MUNI supervisor. Im in a wheelchair and boarded the vehicle and the operator refused to help me with the seatbelt. Another patron tried to assist me with the seatbelt but thats not their job. The operator told me shes being doing this for 13 years and she doesnt have to help with the seatbelt -is not a requirement. I have to get off to make a connection and Im not sure if shes going to help to me to unfasten the seat belt." 311 CSR notes that the patron arrived at her connection point while still on the phone filing this feedback. The patron stated to the operator, "Excuse me, operator, can you please unfasten me?" 311 CSR could hear the operator speak, but could not make out what she stated. The patron stated, "I cant undue it." 311 CSR could hear what sounded like several people talking, with the patron talking to them and though patron was not currently speaking w/ 311 CSR, it was clear someone was trying to assist the patron because the patron was trying to work with them to get free. The patron then stated, "Thank you." 311 CSR asked the patron if the operator had assisted her or other patrons. The patron then stated, "The operator refused to help. She got mad because she had to lift up the seat and she then said Im not going to hurt my back. The operators name is Theresa. Theresa should not be driving. The Asian and white drivers I have no problem with." These two black drivers on the 54 Ive have problems with." The patron is requesting an ADA hearing and is requesting a call from a MUNI supervisor today, 08-29-14."
459823	8/29/2014	9 SAN BRUNO	POTRERO AVE 16TH ST SAN FRANCISCO 94103	Run #38 patron stated I was waiting for the bus with bunch of people patron walk with walker asked the operator to put the lift down the operator said there is no room patron asked the operator to ask the people sitting in the disable seat to move then will be room patron to the operator to let me on and I will tell the people to move the operator slammed the door on her face and the operator took off patron stated that the operator violated her ADA rule when the operator closed the door at her face patron told him why dont you do your "Fuck job"
459835	8/29/2014	Not Specified	16TH ST POTRERO AVE SAN FRANCISCO 94103	Patron states, "I want to make a complaint about this bus driver. This is the second complaint. I have a client in the wheelchair, and I tried to explain to the driver that the oxygen is almost empty and to call 911 and the driver kicks everyone off and put the bus out of service. Were at 16th and Potrero, bus number 8701. I asked him to air because..... The EMTs are here for my client. I have to go...." I asked for contact information and the caller provided phone number that she was not calling from.
459841	8/29/2014	K-T-L-M-S (Misc Unsorted)	VAN NESS STATION- JUNIPERO SERRA AND OCEAN	ADA Patron states "I got on the subway and passed the driver a note-I always do this as I have done this for years-to where i wanted to stop. She passed the stop. I asked her why she didnt stop and she said i didnt have time to read the note. She had 10 minutes to read the note. I cant give it to her in person because i have a broken bones and if i tell her when i first get on the drivers usually forget by the time the stop comes."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459873	8/30/2014	22 FILLMORE	FILLMORE ST GEARY BLVD SAN FRANCISCO 94115	Patron states: Yes, I want Muni to respond to me via mail on this complaint. I am a disabled senior with a cane and a bag. I got on this bus approx between 1:30pm - 1:45pm. There were x2 young people sitting in the first 2 disabled front seats, making it difficult for me to tag my Clipper card. There's another senior lady having difficulty tagging her Clipper card because of them, I offered to tag it for her. Those 2 young people just would not get up and it's the Fed Law stated right there disabled seating must be vacated for seniors and disabled people! The bus driver told us to be quiet or he'll put us off the bus! His job is to tell them to get off the seat for the senior and disabled, and he's not doing his job! I don't appreciate the way I was treated! They need to be trained how to respect the seniors!!! Thank you.
459888	8/30/2014	J-N CHURCH/JU DAH	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Patron said, "There was a blind lady with her seeing and eye dog trying to get off the train and the train was not crowded. The driver closed the door on the lady. She told him she was blind and needed to get off the train. The driver mumbled something to her. I did not hear what he said but when we got to the Church station she told the driver he needed to help her get back to the Van Ness station. He started arguing with the lady and told her he could not help her and that she would need to go to the other platform to get back to Van Ness. I told him that he was being rude and he should have helped her get off the train and helped her get across to the other platform and helped her get on a train back to Van Ness. He opened up the door and started arguing with the lady and started to grab her hand. She told the driver not to touch her. He was very rude to her. I think Muni needs to fire him. He needs to lose his job immediately. I would like for Muni to call me and tell me what happened to this driver and if they don't I'm going to go on TV. The game is over. It aggravates me that this would happen and I think what would I do if this was a family member, or my Mom or a friend. He would not give me his ID number, I asked him for it. I tried to get the number off his shoulder and he turned where I couldn't see it. Train number was 1520B."
459918	8/31/2014	5 FULTON	HYDE & MACALLISTER	patron stated, " I got on at Mcallister and Market, I produced my disabled ID and the driver said for everyone to get back behind the yellow line I sat down beside her and there were so many people that got on at the next stop and there was one person that was stepping on me and I asked the driver to ask people to move back because they are hurting me and I asked the driver to let me off the bus because it was not safe and when I was exiting the bus I asked the driver not to fill up the bus like that again, and the driver said no body wants to touch your stinky aids ass anyway."
459919	8/31/2014	7 HAIGHT/NOR IEGA	7TH ST MARKET ST SAN FRANCISCO 94102	The ADA Patron states: The driver had a brand new jacket that did not have the sleeve number on it. When I asked for the number he refused to provide his driver number. I had asked him to assist me in filing a complaint with the driver in front of him and he then asked me to get off and board that bus.
459921	8/31/2014	22 FILLMORE	7TH ST MARKET ST SAN FRANCISCO 94102	The patron states: I was attempting to board the bus. The driver refused to board me. I have a leg injury and the bus was not in the bus zone. The bus moved to the bus zone and I was standing with a wheel chair user. The driver would not open the door.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
459927	8/31/2014	Not Specified	N/A	Fee hikes. This is EXACTLY what SHOULD NOT be done if we want to get cars off the road. We need more Muni as an option for all of us. Those with disabilities cannot always ride bikes or walk everywhere. I am including people who are temporarily disabled or otherwise do not meet disability status and need more options for getting around town. It seems Muni needs to be more accessible, not less accessible. Im checking off this is an ADA issue.
459934	9/1/2014	F MARKET & WHARVES	5TH ST MARKET ST SAN FRANCISCO 94102	Patron states:"I would like to file an ADA complaint, this driver of the F car said she did not understand how to use the lift and that I would have to wait for the next F streetcar."
459939	9/1/2014	J-N CHURCH/JU DAH	CIVIC CENTER	ADA "My mom and I were at Civic center. We were getting on the bus. I was holding the door for my mom as my mom is disabled. The operator comes out of the front and started screaming at my mom. He was screaming for her to walk faster and then said if you cant walk, take the next train."
459972	9/2/2014	1 CALIFORNIA		I was on the 1 california and was yelled at by the bus driver for not moving. I had a disabled card and wasn't even in the seniors and disabled section. When I showed him my card he began to get even more verbally abusive, claiming that my assumption that he might even care was offensive to him, everyone on the bus and the whole world. Next time a driver like that might get stun gunned. Just saying. I don't need that. Part of my disability, CTE, is increasing aggression. this is not a threat, but watch out. make an announcement about drivers needing to handle disputes, not cause them.
459980	9/2/2014	J-N CHURCH/JU DAH	40TH AND JUDAH	Patron states "I am disabled and had a GA appointment last Friday August 29th. When I checked the time for nextmuni there was a 5 minute arrival time prediction. In that 5 minutes about 4-5 outbound trains passed but none of them turned around at the beach. About 20 minutes later an inbound N train arrived. When we arrived at Duboce the operator announced he was switchng back and we all got off the train. 8-10 minutes another inbound N arrived and picked us up. When we entered the tunnel there were significant delays and I missed my GA appointment. Because I was late I was advised by GA to go to 1 South Van Ness for written verification of the N issues and switchbacks for that day. I need this written verification for my Friday 8:30 am appointment otherwise they will make me go through this process all over again. I cannot afford to that because of the doctors apoinements required etc... Please call me ASAP and advise me on how I can obtain written verification from Muni. I realize Muni needs time to process this but I will be following up daily because I really need this by Friday morning."
460002	9/2/2014	7 HAIGHT/NOR IEGA	Market	Patron states he was seated directly behind bus operator on crowded full bus. Patron states he pulled the cord to request the next stop at Market and 8th St. Patron would like to exit at the front door but was told by the operator " no he needed to get off from the back door". Patron explains he almost lost his balance trying to exit the bus going the backside door because of too many people in the bus.. He'd like operators to be more respectful. Additionally, he stated he did not feel targeted or that the operator meant harm. Patron stated he would like a response via email,and declined a hearing.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
460055	9/3/2014	19 POLK	POSS INNES AND HUNTERS POINT BLVD	Caller states that I was crossing the street and I was waiving for the bus to stop and I waived my disability card and he waived back and took off. He shut the door b4 I got there. There other waiting at the stop that were going to board .We made eye contact. But he drove off
460058	9/3/2014	9 SAN BRUNO	MARKET ST 7TH ST SAN FRANCISCO 94102	ADA Patron stated that I have the badge number 4294 and the incident was at 1 o clock today Market off 7th Street going downtown. The bus number is 8715 run number is 179 and I am disabled and there was some kind of flat board that you put near the door so that somebody with a wheelchair can come out. You put it on the ground and the wheel chair comes out of the bus and I waited for someone who was coming out. I stood at the side to wait for them then she and the wheelchair went on her way and I went to get on and the bus driver is screaming HURRY UP CMON HURRY and I said excuse me who do you think youre talking to and he said WELL GET OFF and I said you dont ever talk to people that way and so I said dont ever talk to people that way and I paid my fare and got on and I took out a piece of paper and a pen and stood up to get his badge number which was 4294 and I got off at the next stop and that was it and Im disabled how fast am I supposed to walk
460140	9/4/2014	J-N CHURCH/JU DAH	27TH ST CHURCH ST SAN FRANCISCO 94131	Patron states: "I am blind, the driver did not call any stops all the way to Powell Station where I got out. There were zero announcements. I would be ok with a phone hearing."
460151	9/4/2014	45 UNION/STOC KTON	3RD ST HARRISON ST SAN FRANCISCO 94107	Patron states: "I just got off work. I hurried to the stop because I saw it coming. I was having a hard time finding my RTC Clipper card. It was taking a minute. I got on the bus, right behind me was the POP officers. They went past me as I was looking for my card. I was standing and no one was behind or in front of me. The bus driver, Im not sure if she was trying to impress them, but she shouted out to me you need to hurry up youre holding up the bus. I am 60 years old and I walk with a cane. The tone of her voice was so disrespectful I decided to make this call. I was angry and irritated with her, so I got off the bus after the 2nd stop, because I didnt want to be in her presence. As a disabled person I would have to sit in the front. She was so nasty, she made some smart comment to the POP officers, they were talking about how she was almost off work and made a comment clearly directed at me, something like see what Im talking about. as if I was the problem. Her exact words were this is what I have to deal with. Right before getting off the bus, I made a comment, us being both African American, and me being older, I made a comment you need to take those braids out of your hair and straighten it. I was irritated. I stepped off the bus and I started walking, she was still at the light. I crossed the street before she did. She came across the light, I wasnt sure if she was waving or flipping me the bird. It didnt look like a friendly wave. That was her way of saying f you to me."
460154	9/4/2014	9 SAN BRUNO	11TH ST FOLSOM ST SAN FRANCISCO 94103	PATRON STATE: "I AM IN A WHEELCHAIR AND THE DRIVER STOPPED IN THE MIDDLE OF THE STREET. HOW AM I SUPPOSED TO GET ONTO THE BUS IF THE DRIVER STOPS IN THE MIDDLE OF THE STREET?"

PSR #	Date Logged	Line/Route	Location	FEEDBACK
460236	9/5/2014	29 SUNSET	INGERSON AVE HAWES ST SAN FRANCISCO 94124	disabled pedestrian was crossing in the crosswalk and this muni bus did not yield what so ever for this pedestrian. pedestrian had to run to get out of the way of the bus and she really hurt her right ankle. The driver refused to stop. So pedestrian is in a lot of pain in her right ankle at this moment. Driver was extremely rude yelling at patron and her friend proir to them exiting the bus. The driver yelled at patrons to shut up and sit the fuck down.
460272	9/6/2014	K-T-L-M-S (Misc Unsorted)	14TH AVE WEST PORTAL AVE SAN FRANCISCO 94127	patron says " between 7p and 7:10p that this is the 3rd time hes been passed up at this stop by the K. im on cruches and i know the drive saw me and just kept going!" ADA
460305	9/7/2014	38 GEARY	48TH AVE POINT LOBOS AVE SAN FRANCISCO 94121	i had to enter the front and she drove away, and only let me in on the back and she started yelling at me, i announced i had a service dog, and she said yeah whatever, im tired of being discriminated against, i want a hearing, im on the floor, i dont get a seat, people refuse to get up, every single day its a fight, i look young
460327	9/8/2014	19 POLK	EVANS AND THIRD ST	Muni patron stated, "At Evans and 3rd st., the muni driver was at the light and I began to run to catch the bus . I hollered to tell let him know I was coming so he wouldnt pull off and he saw me. I stood in front of the door and he didnt open the doors and drove off as soon as the light turned green. He had enough time to let me on and he just took off."
460340	9/8/2014	9 SAN BRUNO	11TH ST MARKET ST SAN FRANCISCO 94103	Patron stated: "I would like to file an ADA complaint. I was waiting for the 9L. It pulled up. I am in a wheelchair. The operator said that there was a 9 behind him. I said No, I need a 9L. He then told me that there were other disabled patrons on board, but I didnt see another wheelchair on board. I would like the video pulled on this."
460345	9/8/2014	28 19TH AVENUE	MARINA BLVD LAGUNA ST SAN FRANCISCO 94123	ADA patron states, "she yelled at me through the window and i did not appreciate that because i was just trying to get informantion and by filing a complaint maybe she will learn to be courteous and treat people better with a little more respect.
460366	9/8/2014	31 BALBOA	VAN NESS AVE EDDY ST SAN FRANCISCO 94109	The ADA Patron: "I got off the 49, the light was red for him to cross. When I walk to the curb and when it turns green he takes off. I was standing at the door and he couldve opened the door but he said no and he took off."
460369	9/8/2014	24 DIVISADERO	HAYES ST DIVISADERO ST SAN FRANCISCO 94117	PATRON STATED, "I am permanently disabled, Arent the loose seats at the front a federal law that they are for the disabled? There were children and high school and college students seating, asking them to get up and you point to the Federal law they wouldn;t get up. When I was going off the bus I said to the driver, Couldnt you tell the people that are sitting there that they must be vacate and the driver said did you tell them to get up."

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460371	9/8/2014	45 UNION/STOCKTON	CHESTNUT AND FILLMORE	<p>The Patron Stated: "Im calling regarding the schedule change for the 30 stockton inbound. For many years the buses had a route to the palace of fine arts and goes inbound. Now the bus stops at Chestnut and Fillmore where one must interrupt their ride by waiting another 12-15 minutes waiting for another bus or walk.</p> <p>I am disabled and carrying a heavy package and to have to walk is unacceptable. They do not care about the passengers at all. There are two buses waiting on Fillmore."</p>
460384	9/9/2014	22 FILLMORE	FILLMORE ST PAGE ST SAN FRANCISCO 94117	<p>intending patron states i had the doors open i was the only one on the stop i have a registered service dog, 20lbs and before even entering the bus driver says you cant enter without a muzzle, hes (the dog)is not aggressive, hes a lap dog, he (the operator) was being argumentative, he closed the doors and drove off, he didnt let me get his number or anything, it was very offensive, im now walking home as a result</p>
460408	9/9/2014	K-T-L-M-S (Misc Unsorted)	3RD ST PALOU AVE SAN FRANCISCO 94124	<p>ADA patron states, " I lost my wallet with my medicare card, so I boarded the bus and walked to the front to pay fare. I paid .75 and the driver refused to give me my transfer, this has happened to me before when I did not have my medical card on me. He is judging me by the way I look because I dont look disabled but I am mentally disabled.I feel that I am being called a liar. I paid my money and told the truth when I could have just gotten on for free like I see others do. I feel like I am being discriminated against."</p>
460417	9/9/2014	44 O'SHAUGHNESSY	FOREST HILL STATION	<p>Muni patron stated "The bus came up I said 44 good I will get as close as I can to the front of the bus. He had to see me and then passed me up, the bus was full. The driver looked out the window and he let someone on the back and I shouted hey come on...he did not open the front door for me. He should have said the bus is full as a common courtesy! This same thing happened yesterday and thats not right because Im in a wheelchair.</p>
460456	9/10/2014	8X BAYSHORE EXPRESS	STOCKTON	<p>first the bus was late five minute,then driver let all the recyclers up with big bags of stink cans fluid coming out of the bags,and blocking the alley of the bus.Putting the big bags on the handicapped space too.It against ada issues.</p>
460479	9/10/2014	K-T-L-M-S (Misc Unsorted)	CIVIC CENTER AND VAN NESS STATIONS	<p>At Civic Center, train announced "Arriving Powell Station" then "Powell Station M Ocean View Outbound" then "Next stop Civic Center Station".</p> <p>At Van Ness, train announced "Arriving Civic Center Station"</p>
460518	9/10/2014	J-N CHURCH/JUDAH	MARKET AND POWELL	<p>Caller: I got on the train at the 27th st stop. i got off at powell and Market. My complaint is that the driver that dropped me off at 0947 am this morning did NOT call out the stops except that he did call out Duboce and Church. I am blind and have a guide dog but I need for MUNI drivers to call out the stops so I can be sure to get off of at the right one.</p>

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460575	9/11/2014	9 SAN BRUNO	MONTGOMERY ST MARKET ST SAN FRANCISCO 94104	Caller claims " We were getting on the bus at Market and Montgomery. I was behind my companion / patient/ who is on crutches/ and I have a clipper card and went to use it and he had a paper transfer (which on crutches takes a while to show- two seats were avail on the driver side& we headed towards them. I was behind him. The bus lurched very hard -she hit on the gas so hard -my patient started to fly toward the back of the bus- - towards the floor handicap devices used to restrain wheelchairs - I was able to catch him before he fell but I was thrown off balance. My belongings fell. I think this is v/ wrong on how we are treated as human beings. We are NOT cattle. Employees ID was not clearly visible
460610	9/11/2014	45 UNION/STOCKTON	CHESTNUT ST FILLMORE ST SAN FRANCISCO 94123	The patron states: The 30 Stockton has changed the route. The bus used to stop at Beach/Broderick and now it stops at Chestnut/Fillmore. The riders must then wait 12 minutes to resume the ride or walk home. The bus stops at Chestnut/Fillmore before it continues to Broderick. It is very frustrating because patron either have to wait for 12 minutes or walk home. I am blind and disabled and the bus should take a break after it completes the route.
460612	9/11/2014	45 UNION/STOCKTON	FILLMORE ST CHESTNUT ST SAN FRANCISCO 94123	The patron states: The driver would not give me his name or his sleeve number. The bus now stops at Fillmore/Chestnut. Because of the move of the end of the line. I have to wait. There were two busses waiting. The 1st bus, the driver was standing outside the 2nd bus and I asked him when he was leaving and he said 6:49PM. I then asked if he could tell me what time it is. He said no. I said, I am blind can you please help me and he said he said no. I then asked again, and he said "We will have to go see". Then another young man on the bus saw him being really rude to me. He told the driver that he did not have to be so rude. The driver then said, What you are going to get mad because I will not help her with the time. The bus driver was so insolent and the man that helped we was so nice. The driver then said, What is this, the color of my skin? The young man then said, No it is because you are being rude. The young man then asked the drivers name and the driver said why? The young man said I want to file a complaint. The driver then said you are going to file a complaint because I wouldnt provide her the time. The young man said, No because you are being so rude. The bus driver repeatedly said he would not give us further information. The bus driver from the 2nd bus then came up and said there are now three busses stacked up and we have to go. The 1st driver then said, I have three minutes. I decided to walk and the driver then left and passed me as I had just left. I have made many anonymous complaints as well and nothing ever happens.
460629	9/12/2014	44 O'SHAUGHNESSY	OSSHAUGNESSEY	Bus driver continuously pulls too far over as though he is going to pull on to the sidewalk and hit us. He is the only bus driver on this route that does this and it is unsafe as well as frightening. In addition, I have a disability and he never lowers the step; this has caused me to fall on two separate occasions. While my injuries have so far not been serious - the driver blames me as being careless when it is clearly his fault. There are witnesses. I have been riding muni for 10 years and these are the only 2 times I have ever been injured. This driver is unsafe and exhibits no care for his passengers.

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460632	9/12/2014	9 SAN BRUNO	BROOKDALE AVE SANTOS ST SAN FRANCISCO 94134	Vehicle before #8742 Patron states "I was at the bus stop and the driver would not open the doors. I knocked on the doors with my cane and he would not open the doors he just kept on going. "
460647	9/12/2014	14 MISSION	MISSION ST 4TH ST SAN FRANCISCO 94103	There has been a problem with the 14 bus from 7th and Mission 4th and Mission Street between 10:00am and 12:00pm. The service is infrequent. There is suspicious activity when the first bus has all people of color and disabled. The second bus has all white people. Its like an attempt to segregate. Those buses are right behind each other. This has happened in the last month about 6 times. I am senior and disabled. The same has happened in the other direction.
460649	9/12/2014	7 HAIGHT/NORIEGA	MARKET ST 8TH ST SAN FRANCISCO 94102	ADA patron was crossing the street to get to the bus, the driver didnt stop at the stop. I wanted to enter the bus through the back door. I know the driver saw me but he still didnt stop.
460661	9/12/2014	29 SUNSET	GILROY ST INGERSON AVE SAN FRANCISCO 94124	Muni patron states, " I am disabled and have a limited range of motion but they still wont pull to the curb. Even when I am on the bus they wont pull to the curb."
460676	9/12/2014	24 DIVISADERO	CASTRO	The stop is clearly marked at the corner of Castro and Market. Muni operator saw us waiting and passed by honking his horn and motioned that he would stop further down. He finally in the middle of the block between market and 18th making everyone waiting for the bus run to get on. What is the point of signage indicating stops when they will blow them anyway?
460704	9/13/2014	22 FILLMORE	16TH ST BRYANT ST SAN FRANCISCO 94110	intending patron states i got off the 27 i saw the 22 bus coming, it stopped it was a green light, my light was changing for me to cross, im disabled and i cant run, i tried to cross as soon as i could, i waved at him i know he saw me, he looked right at me and instead of trying to stop he ignored me and kept going, the caused me to wait another 29mins, he left me there on purpose
460714	9/13/2014	K-T-L-M-S (Misc Unsorted)	TARAVAL ST 44TH AVE SAN FRANCISCO 94116	Patron states: I want to file complaint on this Muni sucker operator. He just looked at me and continued took off. Even though I am on crutches does not mean he has no time to wait for me! He has burnt me x4 times at the same stop. I need to get off the phone now to catch this coming one that I dont want to miss.
460754	9/14/2014	F MARKET & WHARVES	2ND ST MARKET ST SAN FRANCISCO 94104	patron states "I am filing this complaint for my friend RTC card with money and the driver, he was crossing from the south side of market to the island and he walked right on th f line and indication wanted he stopped in front door was closed and knocked and the driver disregards and pulled ahead as far and then the light changed , I chased after the F line on my bike and I asked the driver at 4th and marklet why he did not let my friend on and the driver that my friend was crazy"

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460759	9/14/2014	CALIFORNIA CABLE CAR	CALIFORNIA ST LARKIN ST SAN FRANCISCO 94109	Patron said, "I was standing on the sidewalk because eastbound traffic on California was heavy. The cable car was coming close to the stop and they just flew right by me. The driver was looking right at me. And I was flagging him down like a taxi. There was no way I could jump off the curb and board. He just looked at me and kept going. And I was waiting there for 15 minutes for the car to arrive and I am disabled."
460821	9/15/2014	Not Specified	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Muni patron stated, "The elevator at Van Ness metro station is out and when I spoke with an employee, she said I would have to go to the Church station. Im in a manual wheelchair. She refused to give me her name."
460827	9/15/2014	Defunct	STANYAN ST OAK ST SAN FRANCISCO 94117	The ADA Patron Stated: "I was let off in the middle of the street and as I was walking off the bus there was a car was coming. I was almost hit by the car. I have a bad back and for him not to let me off at the curb was very dangerous. I asked him why he didnt let me off at the curb and he rudly stated "get out get out".
460862	9/16/2014	5 FULTON	MCALLISTER ST GOUGH ST SAN FRANCISCO 94102	Patron stated: "This is an ADA issue, I am in a wheelchair. The 5 bus pulled up, the operator let people board in the back, but he never opened the front door. The bus was not that crowded, but he never attempted to ask patrons to move back."
460868	9/16/2014	67 BERNAL HEIGHTS	FOLSOM ST CESAR CHAVEZ ST SAN FRANCISCO 94110	Patron states "I was waiting at the stop with other people and the driver just drove by. Maybe he thought that there was not enough room for people to get on, it was crowded, but there was room for people to get on if people on the bus moved back. That was not right and I am disabled."
460920	9/16/2014	8X BAYSHORE EXPRESS	BALBOA STATION	patron says " I almost fell down when the driver pulled off quickly. the train was very crowded and I have to walk with a cain. the driver said "it aint my fault you cant stand up" When I asked for badge number he crabbed his i.d. so i couldnt see it, then turned his body from side to side so i could not see the number on his sleeve. I really feel im being a target for Muni, this was very unfair treatment" ADA.
460935	9/17/2014	8X BAYSHORE EXPRESS	STOCKTON	THIS MORNING THIS BUS DRIVER SAME PROBLEM LET ALL THE RECYCLERS UP ON THE BUS WITH BIG BAGS OF CANS,BOTTLES ON THE BUS BLOCKING THE WALK WAY ON THE BUS,AND PUT THE BAGS ON THE HANDICAPP SEAT IT A ADA DISABILITIES VIOLATION TOO.THER WERE SEVEN DIDNT PAY TOO.
460944	9/17/2014	F MARKET & WHARVES	MARKET ST KEARNY ST SAN FRANCISCO 94108	ADA Patron Stated, "I am disabled and the step is too high for me to get up on the step. I have to go up on the ramp. He told me get off and he would back up so I got off but he cant back up. I asked him 3 times for his ID number and he would not give it to me. It happened last week , it happened again today and it happened again. Now here is another one train 1015 and he didnt stop. Im on the phone with you and he did not stop. The driver of 1063 picked me up. This is the same guy who picked me up last time when the same driver passed me up last time."

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460974	9/17/2014	47 VAN NESS	NORTH POINT AND HYDE	Patron states: "The run was 648. I have a big black cast on my leg, you cant miss it. No other bus driver has missed it. I have ridden 2 other buses today. I get around, I will not let anything stop me. Today, driver 4137 took off. I was standing on the top step, he took off. No other bus driver has done that in the last 6 months since I have this cast on. I still have to use the cane. He started the bus, I was not behind the yellow line yet. I leaned on the railing next to the driver where the fare box is, because he just started the bus. I said hey I lifted my leg and cane yet, I havent sat down yet. No other driver has done this since I have had a boot on my leg. Hes the first driver who didnt give any credence to it whatsoever. Usually they lower the bus and make other passengers give up the disabled/senior seats. This guy said I didnt see it. Is he blind? At the very least he needs an eye test. He must be on some kind of drugs, he he is in a hurry. He didnt stop until the next light. Then I was able to go sit down. I was getting off at Mason Street. I got to sit for maybe 2 blocks. But going down that hill I was at his mercy. Maybe its because Im little, that must be why it is. He kept on saying he didnt see me, I dont know what he said I tuned him out. He tried to shamed me."
460991	9/17/2014	81X/82X CALTRAIN EXPRESS	BATTERY ST.	Late every day for three weeks. Also unkind and not helpful to disabled person. She asked for bus to be lowered so she could get on and driver barely lowered it at all.
461006	9/17/2014	43 MASONIC	CITY COLLEGE BOOKSTORE	ADA patron stated that Im on the bus I was catching the 43 outbound the driver said the seatbelt wouldnt work he said only one side works the tie downs he didnt know how to use them he said they didnt work so I think he was able to use only one tie down in the back but at first he was able to get one of the straps in hte front then he said he couldnt do it anymore
461070	9/18/2014	7 HAIGHT/NOR IEGA	7TH ST MARKET ST SAN FRANCISCO 94102	Patron states: "I got on at 7th and market. Before she left the she jerked on the brakes so hard it through my service animal into the stair guard and I hurt my back. If you look at the cameras youll see my dog fly right out of my arms off my lap into the wall. She got off at Market & Van Ness screaming at the #9 to hold on for her."
461075	9/18/2014	F MARKET & WHARVES	MARKET STREET AND 2ND STREET	patron says " the driver stopped well of the stop, then just took off and the car was not even full. my husband and I stood there waiving our transfers and he continued on, we are both in our 70's and that was not right!" ADA
461085	9/18/2014	9 SAN BRUNO	SILVER AND DARTMOUTH	Ada muni patron states, " Over the last four months at silver and cambridge the bus is too full and they can't stop to tell the people to go back they throw there hands up and don't tell the people to get back. two or three buses passed me by. I can understand if it was jammed packed in the front and back of the bus but there was plenty of room in the back and middle. The driver is not taking any effort and time to look behind her to see how much room there is. this is the second time today. she stopped ahead of me and let people off but she would not let me on. I tried to ask her when the next bus was coming and she slammed the door in my face."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461089	9/18/2014	23 MONTEREY	MONTEREY BLVD EL VERANO WAY SAN FRANCISCO 94127	Son of ADA muni patron states," I am extremely upset, there is a driver in the Monterey area who is very rude.My mom is 70 years old and he discriminates against her. She can barely walk he wont lower the bus for her. Sometimes he wont even open the door like he is in a hurry, he passes her right up. He does it to Asian people especially. My mom witnessed him close the door on someone and almost dragged them. He keeps doing it , it has happened 3 or 4 times. She asked him to lower the bus because of hip problems but he wont so she has to hold on to the rail to pull herself up, watching her struggle to get on the bus. She was in tears. someone need to speak to him."
461149	9/19/2014	25 TREASURE ISLAND	AVENUE B 9TH TI ST SAN FRANCISCO 94130	ADA patron states, "I am a 67 year old disabled war veteran. Everytime I get on the bus this bus driver harrasses me. i told him i had a transfer in my pocket but if i could not find it I would pay the fare. He became belligerent with me. He started to get loud, hollering and screaming at me like I am a child and I am old enough to be his parent. He was very rude and disrespectful. He is the only driver I have ever had a problem with during this 1 year I have been living on Treasure Island. He was yelling that he would not the bus until I showed him a transfer. I was so upset and shaken I could not find my transfer and ended paying again."
461156	9/19/2014	5 FULTON	MCALLISTER ST LYON ST SAN FRANCISCO 94115	Patron states "I am disabled and would like to request Muni install bus shelters and nextmuni arrival time signs at Mcallister and Lyon for both inbound and outbound directions. I live right at Lyon and because theres no shelter its difficult not knowing when the bus is coming. My choice then is to risk missing a bus that may be coming soon by walking to Baker to sit down or remain at Lyon in discomfort while I stand and wait."
461159	9/19/2014	J-N CHURCH/JU DAH	24TH & CHURCH	Patron states: "I am blind I have a guide dog. I took the train outbound at Powell, the J line. The driver didnt call any of the stops, none. I wanted to get off on 24th but he already passed 24th. I asked if he had already passed 24th and he said yeah one stop ago. I asked why he didnt call them and he said you didnt ask. I said you have to call the stops. By law they are supposed to call the main stops at least. This is happening more often. I dont know what to do, I go to so many hearings and I dont see changes. Many drivers refuse to do it. It is very stressful for a blind person to be dependent on them to do their job. I dont like to go to the hearings, they treat me like I am the bad guy. This is a line I take all the time so its kind of scary for me, and it doesnt make any difference."
461183	9/19/2014	49 VAN NESS/MISSI ON	SUTTER AND VAN NESS	ADA patron states I was crossing van ness at the corner of Sutter and was approaching the 49 bus OB. The bus arrived as I was crossing the street. When I approached the bus , it was still at a red light. The operator shook his hand no. I then showed him my disabled card, he still said no and then drove away once the light changed."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461189	9/19/2014	48 QUINTARA/2 4TH STREET	24TH ST MISSION ST SAN FRANCISCO 94110	patron stated, " I have an RTC card, I am disabled, I wanted to get off at 22nd at cal tran, the driver stopped at the stop sign at Pennsylvania and 22nd St not on the corner of the bus stop. I went to the front to get off the bus and the driver told me I had to get off at the back of the bus and I have a cane and that is not even the bus stop. As I was exiting the bus which was never lowered to accomadate my disability the doors slammed on my left wrist I have a splint from an injury and now I am in extreme pain and on the way to the emergency clinic at UCSF. When I got off the bus the driver opened the door and asked if I was OK and I said I dont think so, I said No I am not OK and the driver closed the door and she left. I took a picture I can forward you."
461198	9/19/2014	67 BERNAL HEIGHTS	BERNAL HEIGHTS BLVD BRADFORD ST SAN FRANCISCO 9411	The ADA Patron stated: "Im 67 and I have a disability and I was not able to sit down and there were other seniors who could not sit down and everybody was packed in tight. Some of the people would get passed by at stops because the door would open but you couldnt get on. Please put bigger buses during rush hour. People couldnt get off the bus unless others get off and get back on. It looks like there are more people on the 67 line during rush hour and we need more service."
461218	9/20/2014	7 HAIGHT/NOR IEGA	HAIGHT ST STANYAN ST SAN FRANCISCO 94117	Patron states "The 71 inbound, a double decker bus. I pushed the button to open the back door and it wouldnt open, then I started to walk to the front of the bus and driver looked at me and it just took off on me. The double decks should automatically open all the doors, so he didnt open the door. & I have a clipper card & I am disabled."
461222	9/20/2014	9 SAN BRUNO	MARKET AND POWELL AREA	Patron states, "Im in a wheelchair, the driver stopped but said he would not make seniors move and give up their seats for a wheelchair. I want a hearing with him. I want a mediator there."
461234	9/20/2014	18 46TH AVENUE	515 JOHN MUIR DR SAN FRANCISCO 94132	Patron stated" Friendly suggestion to bus drivers person/guide dog at bus stop usually equals needs to get on the bus and go some where, please kindly pick me up event tough Im blind and cant see to wave you down I do have a life and choose to live it hear in beautiful San Francisco in part because of our transportation system. I thank you for the times you do pick me up and keep said life moving along strong".
461255	9/21/2014	9 SAN BRUNO	N/A	Patron stated "The driver made me move my seat for a wheelchair. I said Im disabled. I showed him my pass. I have a bag of recycling. The bag is clean and the recyclables are clean. He made me move because of my bag. He called my recycling, trash. Because he thinks I have a bag of trash."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461277	9/22/2014	67 BERNAL HEIGHTS	CESAR CHAVEZ ST FOLSOM ST SAN FRANCISCO 94110	PATRON STATES: "He opened the back door and had people entering the back door. Im a big guy,my knees are bad and Im handicapped. I was telling him that I need the front door and that I am handicapped.I told him over and over and he kept telling me to go to the back. There was some room and all he had to do was ask people to go back a bit. I kept telling him that Im handicapped and I cant bend my knees properly. People were trying to help me and tell me to just go to the back. I finally decided to go to the back door since he wasnt listening to me and I told him Id try to go through the back door but if I get hurt, he is responsible. I also told him that I was going to report this. I then walked to the back door and he closed the door and took off. That was rude. Why would he do something like that. If it was really crowded and I couldnt get in then I wouldnt have complained. This time there was plenty of room for me in the front. He just didnt want to do his job."
461294	9/22/2014	47 VAN NESS	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Patron states I was following a homeless man onto the bus, I yelled wheelchair and the operator closed the door and drove off.
461300	9/22/2014	43 MASONIC	PHELAN AVE OCEAN AVE SAN FRANCISCO 94112	Patron stated," He boarded at City College on the 43. He recorded a video. (Customer offered to share the video.) He was boarding the bus and he showed his Medicare card to the operator. He put his dollar in the fare box. He was paying the disabled fare. He put the money into the machine and he asked for his transfer. The operator refused to take his Medicare card as proof of disability fare eligibility... The driver stopped the bus and kicked everyone off the bus. There were people on the bus that he went to school with. He has a psychiatric disability. He is requesting that the drivers have more training on this. Not everyone with a disability is in a wheelchair. He was told that he could use his Medicare care until he received his RTC card. The driver was acting out of malice, discriminating against him. The driver directly denied accommodating him. Thats why Muni has the disable fare and he was denied this."
461309	9/22/2014	49 VAN NESS/MISSION	OCEAN AND LEE	ADA Patron stated that "It is understandable that due to construction the 49 stop at City College was changed. The 49 was moved 2 blocks from the old stop to the Phelan/Bookstore. This stop is very inconvenient for the disabled. A solution would be to move the stop to Phelan and Ocean vs Lee and Ocean. Not only is Pheland and Ocean convenient for the disabled but also for the 28 line. I am a dyalsis patient and there is a large center on Ocean. This extra block is a major for any dialysis patient who is accustom to being picked from the dialysis center after treatment. Since this is a permanent move and this stop is no longer disable friendly, I would like Muni to reconsider and move this stop to the more disable frienly location of Phelan and Ocean."
461322	9/22/2014	19 POLK	LARKIN ST GOLDEN GATE AVE SAN FRANCISCO 94102	ADA Wheelchair Patron stated,that "I was waiting for the 19 at Larkin and Golden Gate. I was adjusting my wheelchair when the bus drove right past me without stopping. I begin waving my hands. The driver saw me but he never stopped."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461324	9/22/2014	45 UNION/STOCKTON	FILLMORE ST CHESTNUT ST SAN FRANCISCO 94123	ADA muni patron states,"The riders have to get off the bus and wait 12 - 15 minutes to resume the ride or walk to the end of the line. It is the only route into the marina and for disabled it is a real hardship. I saw a older women on the bus with a walker who had to get off the bus and wait. What are we supposed to do when it rains. You have to change it back. As a blind person I dont appreciate having to walk the rest of my route. It is going to be dark and raining soon and I dont want to have to walk all that distance or wait in the rain. I have been taking this bus route for 18 years, it is a travesty to do this , I have to walk 8 blocks to get home. A lot of people in this area are old and disabled this is a hardship."
461325	9/22/2014	19 POLK	6TH ST MARKET ST SAN FRANCISCO 94102	Ada Wheelchair Patron stated, that "I asked the driver to hold want part of the steel bar so I could secure my chair. She refused and now I am sitting here at 6th and Market because she called the police. I want her fired. She is off the bus talking to the Asian and White people about me. She is black and I am black and shes refusing to help me. Ive been in this chair for 15 years so I know how it works." (Police arrived and caller had to hang up. She was sobbing very loudly during this call)
461328	9/22/2014	8X BAYSHORE EXPRESS	GENEVA AVE HOWTH ST SAN FRANCISCO 94112	Patron stated" I filed a complaint last week and the driver refuse to give me his number and called me a name B.. he started yelling at me you B stay home and Im thinking this personal, this week I say him at the end of the stop and attempted to look for his number on his sleeve and when he saw me trying to do that he hide his number again and jump on the bus and close the door, so I still tried to see his sleeve through the window and he kept leaning in sleeve so the number would not show, he starting taking my picture, so he pulled out his cell phone and started taking picture of me and said I got you know and he said Im calling the police and I said I just want your number, I just stood there he could have drove off or whatever and Im thinking sure let him call the police and they will get his number from him, he sat there and held up the bus for half and hour I did not think that was right for all the people waiting I was not harassing him he was trying to make it seem like Im to blame here so the police can get his number, to bad that he had to call the police to get his number". MUNI Officer Muni Mr. Kwan who wrote up the case, badge number 871 CAID 49189
461342	9/23/2014	8X BAYSHORE EXPRESS	STOCKTON	SAME ON THIS BUS THE BUS DRIVER LET ALL THE RECYCLERS UP ON THE BUS BACK OF THE BACK SO MANY BAGS YOU CANT NOT GO BACK THERE OR SEE THE BACK OF THE BUS.THE FRONT HANDICAPP SEAT WAS BLOCK WITH BAGS AND IT IS ADA VIOLATION.LAST FRIDAY ON THE NEWSPAPER THERE ARTICLE ON SF MUNI DONT LET RECYCLERS WITH BAGS OF CANS AND BOTTLES ON THE BUS YOU LIE LIKE SHIT.TOMMORROW YOUR DRIVER LET THEM UP ON THE BUS WITH BIG BAGS AGAIN.LIER LIER

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461366	9/23/2014	9 SAN BRUNO	MONTGOMERY ST POST ST SAN FRANCISCO 94104	ADA Patron Stated, "There is no ramp at the Montgomery & Post bus stop. I had to get off at 1st since there is no ramp at Montgomery & Post. Since I am in a manual wheel chair it is difficult for me since I have to push my self."
461370	9/23/2014	49 VAN NESS/MISSION	VAN NESS AVE GROVE ST SAN FRANCISCO 94102	ADA Patron Stated, "He wasnt lined up to go straight out the back door. So when I came off the ramp I hit my foot on the side of the bus shelter. The driver didnt ask if I was alright he just took off. I went to S.F. General Hospital the next day."
461386	9/23/2014	43 MASONIC	FOREST HILL	per caller : Run 743 I am partiallty disabled, wheelchair bound. I have a manual wheelchair, very hard to get around. Have to stand and walk sometimes. When I saw the bus, he stopped at the bus stop - he extended his lift and told me that I was suppose to be in my wheelchair. I was not suppose to stand and board. Told me I must sit in the wheelchair.. and kept making remarks to me. Then there was a male passenger who joined in and was also making remarks to me. Caller is asking for a video pull on this and is wanting an in person hearing.
461421	9/24/2014	49 VAN NESS/MISSION	VAN NESS AVE SUTTER ST SAN FRANCISCO 94109	Patron states I am disabled with a cane.I have a walker.The driver lowered the lift.The drivers normally ask where will you get off,he did not ask.I told the driver Im getting off at 22nd St and Mission St.I volunteered this to him.He did not responed.He heard me.I told him he is stupid and a idiot.He making me lose my religon so early in the morning.The driver has a really bad additude.He doesnt need a job.He should be home.
461445	9/24/2014	22 FILLMORE	CHURCH STREET	I boarded the 22 Fillmore on the island at the corner of Church and Markets Streets heading towards the Mission district at 7:23 pm on Tuesday, September 23. I sat on the drivers side facing the aisle. I observed a gentleman in a motorized wheelchair and noticed him holding onto the seats that had to be folded up to allow his wheelchair in the space. I also noticed that the wheelchair was not strapped in. I have pictures that clearly show the straps and hooks not being used to make the wheelchair immobile. The wheelchair was already on the bus when I boarded and remained on the bus after I disembarked on 16th and Bryant Streets.
461468	9/24/2014	44 O'SHAUGHNESSY	CAMBRIDGE ST SILVER AVE SAN FRANCISCO 94134	Patron stated "I asked the driver to put the bus down so I can get off and he turned his head away and ignored my existence. Hes in violation of the ADA right there. I had to bail off and my knee is killing me! If I have to have surgery, MUNI is going get sued!"
461533	9/25/2014	7 HAIGHT/NORIEGA	46TH AVE NORIEGA ST SAN FRANCISCO 94122	The patron states: I am on crutches. I saw the bus coming and was crossing the street. The driver closed the door and left as I was approaching the bus. This is extremely frustrating.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461560	9/25/2014	31 BALBOA	DIVISADERO ST & EDDY ST	ADA patron stated, "When I got on the bus there was already a wheel chair and a walker and I have a walker and there was another wheelchair about to get on the bus. In order for the wheelchair to get through I went to the back of the bus. The bus driver began to take off and I asked the bus driver to wait. When I got back to the front of the bus I asked a little chinese girl if she would get up. The bus driver thought I was speaking to the lady in the older lady with a walker and the bus driver said I cant ask her to get up but I want wasnt talking to the older lady I was talking to the little girl. The bus driver was very rude.
461575	9/25/2014	21 HAYES	POWELL AND 4TH ST	ADA wheelchair patron stated, that "The driver picked me up and let me out far from the ramp. He told me that he didnt pick up in the crosswalk. When I got off on Powell he let me out way by the F line. He picked up the white people in the crosswalk and Im not white. I told him I would be calling Muni to report him."
461604	9/26/2014	1 CALIFORNIA	CALIFORNIA ST SCOTT ST SAN FRANCISCO 94115	ADA complaint states "This driver refuses to stop at Scott and California on the 1 OB. I am disabled and I use a walker and EVERY other driver makes this special stop near a driveway. There is a spot in front of a driveway so I can walk as I can not step up on the curb. I know in the rules it does specify that drivers must make special stops after 6:30 for anyone. Here is the rule posted on your website: "After 6:30 pm, you may request to be let off between scheduled stops. Tell your driver the street at which you would like to exit, and remind him/her when you pull the request cord."
461608	9/26/2014	54 FELTON	3RD ST HUDSON AVE SAN FRANCISCO 94124	Patron stated: "I am disabled. When I got on the bus, the audio was so loud that patrons were putting on earphones because it was so loud. I asked the operator if he would turn it down, he just ignored me. The next time the audio came on, I went over to him again to ask him to turn it down. He said that he had to drive the bus and would not turn it down. I told him that I would report him. This occurred while he was already stopped at a stop, so there was no excuse that he did not have time to turn it down. It was extremely aggravating."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461614	9/26/2014	24 DIVISADERO	24TH ST CASTRO ST SAN FRANCISCO 94114	<p>The ADA Patron: "I got on the bus and I have a service dog and a disability pass. When I was getting on the bus, the operator said very forcefully and got up to try and block me and said "No, no, theres already a dog on the bus." The dog on the bus was not a service dog and the dog was in the very back and our dogs would not have interacted.</p> <p>I let him know that MUNI states service dogs are exempt from that one dog per bus regulation. I told him verbatim what the sign said. He started arguing with me and said thats not true and I need to educate myself on service dogs.</p> <p>The woman from the back with her dog from the back of the bus said "no hes right! Ill get off of the bus." and then the operator stated yelling at me accusing me of bullying her off the bus. He embarrassed me in front of these people on the bus.</p> <p>He said "On September 1st there was a law that went into effect where you have to have a muzzle on all dogs. Try to get on BART with a service dog without a muzzle. You need to educate yourself on your service dog laws. Youre acting like youre educated, but youre not."</p> <p>You need to put the sign on the bus that is normally on the MUNI trains that say any number of service dogs can ride the bus unmuzzled."</p>
461648	9/26/2014	7 HAIGHT/NOR IEGA	STANYAN ST HAIGHT ST SAN FRANCISCO 94117	<p>ADA Patron states "When i got on the bus, the bus driver told me that my dog was not a service animal. The animal has a medallion. He said no i need to see documentation for the animal which is a federal offense to ask that. This is not the first time I have had a problem with a driver doing this."</p>
461653	9/26/2014	7 HAIGHT/NOR IEGA	FILLMORE ST & HAIGHT ST	<p>PATRON STATES THE DRIVER WOULD NOT LOWER THE RAMP FOR ME TO GET ON OR OFF. HE LOOKED LIKE HE DIDNT UNDERSTAND WHAT I WAS SAYING. I USE A WALKER AND OTHER PASSENGERS HAD TO HELP ME OFF THE BUS BECAUSE THE DRIVER WAS NOT CLOSE ENOUGH TO THE CURB SO THE WALKER WENT DOWN BETWEEN THE BUS AND CURB ONTO THE STREET. THE DRIVER WAS MOTIONLESS HE JUST SAT THERE. IT WAS A MESS.</p>
461654	9/26/2014	22 FILLMORE	FILLMORE ST GEARY BLVD SAN FRANCISCO 94115	<p>ADA Patron states "I went to enter the the vehicle and the bus driver slammed the back door and almost cut off my hand. I yelled at him and he drove away. He saw me getting up from the bench to enter the vehicle and he still closed the door on me."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461672	9/27/2014	49 VAN NESS/MISSION	VAN NESS AVE TURK ST SAN FRANCISCO 94102	Patron states: Yes, I want Muni to respond to me by mail AND I want this complaint copy send to SFMTA - Matthew West. Operator refused to pick me up! Theres a mini cooper at the bus stop when this long #49 bus came. Operator did not pulled up to the curb even though theres enough space, but stopped 2 cars up alongside the car. I waved at him as I pushed my hand cart to the front door. He looked at me while closing door, when I said I need the lift, totally ignored me and took off! Thank you
461674	9/27/2014	9 SAN BRUNO	11TH ST MARKET ST SAN FRANCISCO 94103	Patron stated "I seem to be having trouble a few drivers, the refuse to let me on the bus because of my bags of recycling. I have seen other people on the bus with the bags going out to the recycle center because only the 9 and 24 go out there. I think the bus drivers are discriminating against me for some reason because I see a lot of Asian people with bags of recycling and the drivers let them on. I am disabled. I try to respect other people and wait until there is a less crowded bus. My cart is very clean"
461681	9/27/2014	48 QUINTARA/2 4TH STREET	MISSION AND 24TH	Spanish speaker.. thru interruptor - caller handicapped and in a wheelchair. driver didnt pull in to the stop - "driver didnt reverse to where the stop was, so I had to manever to get to the bus. when I did get on the bus, the driver didnt give me time to get locked in - he just took off. Caller much older man, hard of hearing and he left the call... was not able to get more.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461703	9/28/2014	22 FILLMORE	FILLMORE	<p>When I ride buses I use a rollator and a cane to ensure stability and reduce pain. While walking with the rollator, I park my purse and whatever other bags I have with me on my rollator (usually several bags as I live up four flights of stairs which are extremely painful, so when I must go out, I combine errands to reduce the number of trips on the stairs).</p> <p>There is one particular driver whose name I do not know (he would not give me his name or badge number) who seems to think that because I can walk with the rollator and use it for my bags that I am not really disabled; he has made several comments to that effect on different occasions, including that I am faking. I tried to be polite and soothe things over on previous occasions but last week was too much and I told him he did not have the medical expertise to be rendering such an opinion and he was not capable of measuring or understanding my level of pain. Even though the bus was not crowded, he started out insisting that I had to remove everything from the rollator and fold it up. The other passengers told him he was being an idiot and he backed off, especially after I told him I would be writing a complaint.</p> <p>My rollator is exactly like a wheelchair (to which I am actually switching) in the help that it gives me - without it, I cannot walk or get around. Even with it, I am in considerable pain most of the time when I am moving around. If I take my bags off it and fold it, I then take up twice as much space on the bus (where are the bags going to go? - on the floor, where they may block the aisle, or on a seat, which is needed for other passengers), and it is an aggravation for me to try to keep track of them, keep them from spilling, keep them out of other peoples way. Once the rollator is folded, it becomes very unstable, forcing me to clutch it to keep it from getting away from me, a literally shaky business. Further, folded up, the rollator is likely to bang into my knees, increasing pain and injury.</p> <p>There appear to be two issues at stake here: -policy: rollators should be treated with the same respect and protocols as for wheelchairs; no one would tell a wheelchair user that s/he had to remove all their bags and fold it up</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461707	9/28/2014	38 GEARY	GEARY	I am a white male in my early fifties. I dress professionally, usually in a coat and tie. I was on the 38 Geary late on Weds night, at about midnight, boarding the bus at Union Square. I had settled in to my book. I have been riding the 38 for 25 years. I know the ride to my stop in the Richmond takes a while. The bus was nearly deserted. I was alone in the back, close to the doors. When the voice saying "28th Ave" jolted me from my reading, I jumped up. The bus had stopped as the voice came on. I thought I was at my stop. The door would not open, however, so I yelled "back door." The driver motioned me to come forward. I thought he perhaps had disabled the back door. It was late at night and doing so would enable him to control people flow in the bus. As I was walking forward, the bus started to move. I realized that the bus had stopped at the stop sign at 27th. The bus stop was at 28th; the recording saying "28th Ave." was advertising the imminent stop, not the reason the bus had stopped. Before I could acknowledge my misapprehension to the driver, however, he slammed on the brakes, sending me pitching in to the step well by the front passenger doors. I was momentarily knocked senseless. I found my wits and got my feet underneath and stood up, saying very loudly "you didnt have to stop so hard." The woman sitting next to the door, stood up and asked if I was OK. The driver said nothing-until I walked the 10 feet up to the front of the bus, when he pointed out the drivers door, and said "theres your damn stop." I was quite upset and somewhat disoriented. I have MS, and sometimes struggle with balance. As a consequence I am always careful on the bus, using handholds. But this was not about me. It was about a vicious driver. Apparently annoyed by my impatience, the river motioned me forward so I was moving and more unstable in the bus, then made sure I lost my feet. The driver plainly intended for me to fall. I found when I got home that I
461709	9/28/2014	1 CALIFORNIA	BAKER ST CALIFORNIA ST SAN FRANCISCO 94115	Patron states I was in the bus zone disabled on my crutches, the driver had just picked up a passenger. I was at the bus stop and he was pulling away as I waved my crutches at him and he waved me on as if to say get the next bus.
461723	9/29/2014	38 GEARY	GEARY BLVD 25TH AVE SAN FRANCISCO 94121	intending patron states, "Im disbled ive been waiting here and i pad for my pass theyre advertsing a service that they are not deleivering i can file a law suit with the aty general. thisis getting old its been 25 years."
461754	9/29/2014	9 SAN BRUNO	11TH ST MARKET ST SAN FRANCISCO 94103	PATRON STATES: "I AM IN A WHEELCHAIR AND THE OPERATOR REFUSED TO ASK THE PEOPLE OCCUPYING THE WHEELCHAIR SPOT FOR ME, NOW I AM GOING TO BE LATE FOR MY DOCTORS APPOINTMENT."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461755	9/29/2014	7 HAIGHT/NOR IEGA	HAIGHT ST DIVISADERO ST SAN FRANCISCO 94117	Patron states "Im trying to catch the 6 at Haight & Divisadero going towards UCSF, theres construction at Divisadero across the street. Its just a little bit of construction but they moved the stop to 150ft up a steep hill. I dont think its right especially for handicap people, its a very steep hill. I am in a wheel chair and I can hardly use my arms. They dont take in consideration for handicap people. I have a helper with me today and we can hardly get to the hill. If I was by myself I would not be able to get up the hill to the bus stop, its impossible."
461782	9/30/2014	90 SAN BRUNO OWL	CALIFORNIA ST VAN NESS AVE SAN FRANCISCO 94109	Patron states, "I was waiting at the bus stop, the bus pulled up and I stood up. I went to get my luggage I am carrying and the bus just drove off without picking me up. He sped off back into his lane. I am disabled. "
461814	9/30/2014	24 DIVISADERO	24TH ST CASTRO ST SAN FRANCISCO 94114	<p>The ADA Patron stated: "This in addition to the previous complaint (4050994). I tried to get on the bus and the bus was virtually empty. I tried getting on the bus and he said "oh its you". I get on with my dog and I tapped my clipper card and I sat down and he did not move the bus and he turned around in his chair and he asked "did you slide your card?" I said "yes". I took my MUNI disability card out of my wallet and I tapped it again. I only rode four blocks and I heard him say only loud enough for me to hear it "fucking asshole". I didnt want to deal with it so I got off.</p> <p>Please reference my old home number to review other complaints Ive filed as well."</p>
461831	9/30/2014	45 UNION/STOC KTON	N/A	Passenger stated, "I am disabled & its not fair that the only line that goes throught Marina stops at Chestnut & Laguna for 15minutes eventhough its not the end of the line. Bus drivers would make us off board so we either have to wait 15minutes or walk 8blocks to get home. Its not fair to disables & seniors to have to wait 15minutes in the dark. If MUNIs able to change this situation, they need to change it before the rainy season & its getting darker sooner now. Theres no reason why they cant do it & even bus drivers dont like it. It took me over 1.5 hours just to get home from City College. It is not right".
461833	9/30/2014	7 HAIGHT/NOR IEGA	8TH ST HYDE ST SAN FRANCISCO 94102	Passenger stated, "I was waiting for the #6 line that was behind the F line that had to turned around. #9 behind was stopped for wheelchair. I am handicap & waved at the bus driver for #6, he saw me & went around other two buses & kept going. There was enought room on the bus"
461834	9/30/2014	Not Specified	N/A	I was under the impression that under ADA, if you offer something to none disabled persons, you must also offer it to disabled persons. In this case you are not offering a disabled pass with Bart (within San Francisco) access. As I use Bart frequently each month it costs me an extra \$45 a month on top of the \$23 for my MUNI pass. I would be more than willing to pay an extra \$12 a month to get the same Bart access that you offer to regular non-disabled patrons.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
461892	10/1/2014	49 VAN NESS/MISSION	VAN NESS AVE EDDY ST SAN FRANCISCO 94109	ADA muni patron, " The bus was not able to pull into the bus stop because there was a police car partially blocking the sidewalk. He could have pulled to the curb. I am disabled, I waved at him with my cane and he did not pull in. I asked him to lower the bus, he said it would no lower. It was a bit of a struggle to get on but i got on. The driver was relieved at Van Ness. At the stop eddy and Van Ness the relief driver(employee ID 2489) was able to lower the bus all the way to the ground. He was very nice So the previous driver lied to me. I understand the operation of lowering the bus is sometimes out of service, but that was not the case. I am 62 years old i can not get around like I use to, I do no appreciate being lied to."
461932	10/2/2014	7 HAIGHT/NORIEGA	LAGUNA	I am writing to protest the loss of the two stops at Laguna and Haight. As someone with a disability these stops are not just important, they make the difference between being able to take Muni or having to call a cab. These stops are used often and both are in the middle of a hill in both directions. To lose them is a big loss for those who cant walk up the hill to Buchanan or walk up from Market and Haight. The distance between those stops is more than 4 blocks on a very steep hill. I ask that you reconsider the loss of these stops
461959	10/2/2014	24 DIVISADERO	24TH ST NOE ST SAN FRANCISCO 94114	ADA Patron Stated, "Today as I was getting off the bus today I very politely said the sign I was looking for the other day when you confronted me is right above your head to the left which I couldnt find on the other two busses. It says any number of service dogs are able to ride un muzzled. He said "that sign is outdated. I called and filed a complaint before (SR #4062991). I requested a hearing and I would like to have these complaints linked so that when I have the hearing they can see all the complaints. This man needs to be educated both in people skills"
461960	10/2/2014	36 TERESITA	FOREST HILL STATION	ADA patron states, " This girl leaves early all the time Outbound should leave at 7:15 am it was already gone. The run number I usually take is 67. She always leaves early. This morning I was late because she left early as well as a few other people. I happens all the time. The next driver that comes apologizes for her and gets the brunt of the complaints for her leaving early."
461971	10/2/2014	38R GEARY RAPID	GEARY	Operator pulled to the curb as trained. Elderly female passenger late 60s asked for the kneeler. Operator told the passenger, "im already at the curb, i dont need to drop the kneeler". Passenger boarded the coach struggling to pull her bag up. I stuck my head out the window, although the coach was at the curb, the steps was still high.
461990	10/2/2014	Not Specified	CIVIC CENTER STATION	ADA patron states, I am handicapped and at the train level of the Civic Center station all the escalators are blocked off with tape. I had to contact the station agent to get him to turn the lights on so I could take the elevator. The station looked like it was closed when it should be open till 1:30 am.
462012	10/3/2014	5 FULTON	CABRILLO ST LA PLAYA SAN FRANCISCO 94121	Muni patron stated, "I was walking south across the intersection of Cabrillo and La Playa and a bus driver hit my shopping bag.He was turning onto Cabrillo while I was still in the intersection."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462028	10/3/2014	9 SAN BRUNO	24TH AND POTRERO	patron says " driver asked a disabled elderly male to get out of the seat that is labelled for {the handicap,disabled or pregnant} so that he can make room for female passengers with strollers. the elderly gentleman could barely stand even with his cain. I am outraged that this happened and should never happen again to the elderly or senior citizens. I am handicap myself and its hard enough to get a seat for the driver to remove me. ADA
462059	10/3/2014	23 MONTEREY	GREAT HWY SLOAT BLVD SAN FRANCISCO 94116	The ADA Patron stated: "Weve been waiting for over 25 minutes for this bus to pick us up and the driver told us she was on break but she was on break for over 20 minutes. From 7:10 to 7:35 PM she was on break. This is a handicap hazard for me because I cant be standing for the bus for 25 minutes, so if I can get a hearing that would be great."
462081	10/4/2014	5 FULTON	MCALLISTER ST VAN NESS AVE SAN FRANCISCO 94102	patron states "all the busees are full becouse of the event in the park am an elderly disabled person waling w/ a cane person, I have broken back there was room at the front of the bus but the driver insisted to baiord through ther back door he refused to let me on, but there were youth and young people sitting in the section , so there was room for me the driver would not open the front door, eveyone got on at the back door, the driver was absoltly rude and the purpose of the compalaint is so that this driver does not treat other pasengers this way"
462085	10/4/2014	19 POLK	7TH ST BRYANT ST SAN FRANCISCO 94103	PATRON STATES: I BOARDED AT 7TH AND BRYANT AND SHE PULLED OVER AND I AM DISABLED. WHEN I WAS GETTING ON, I STOPPED BECAUSE IT WAS HOT. MOST OPERATORS WILL LOWER THE STAIRS, WITH MY CANE IN HAND, SHE DID NOT LOWER THE STAIRS. I CLIMBED MY WAY ONTO THE BUS AND TRIED TO PAY MY FARE BECAUSE THE FARE BOX WAS BROKEN. I SAT DOWN IN THE FRONT SEAT AND I STATED IT WOULD HAVE BEEN NICE IF YOU WOULD HAVE LOWERED THE STAIRS. SHE DID NOT RESPOND, SO I SAID IT AGAIN AND STILL NO RESPONSE, SO I SAID MAM ARE YOU EVEN GOING TO RESPOND AND SHE THEN SAID VERBATIM "CRACK KILLS". I SAID I BEG YOUR PARDON, SHE SAID YOU HEARD ME, I SAID NO I WANNA MAKE SURE, SHE SAID CRACK KILLS. I ASKED HER WHY DOES SHE WANT TO LABEL ME, OR HUMILIATE ME IN FRONT OF THE ENTIRE BUS. I TOLD HER THAT WAS THE MOST RUDEST AND UNPROFESSIONAL THING THAT A DRIVER HAS SAID TO ME WHEN RIDING MUNI. PATRON STATES: I WOULD LIKE FOR THE VIDEO TO BE PULLED BECAUSE THIS HAS CAUSED MENTAL DAMAGES BECAUSE OF WHAT SHE SAID TO ME ON A PUBLIC BUS. THIS HAS REALLY HURT MY FEELINGS. I MEAN SHE DOES NOT KNOW ME FROM THE MAN ON THE MOON.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462088	10/4/2014	27 BRYANT	5TH ST MISSION ST SAN FRANCISCO 94103	Patron states the bus stop number is 13172, I called 511 a little after 12:30P And they said it would be 14 mins. It is very hot today and I am a disabled senior, I walked across the street where there is shade in front of the parking lot, there was no shade in front of the bus stop. At 12:44P I saw the 27 bus go through the intersection and cross Mission St. I had the light so I ran across the intersection and I was waiving and I asked the people getting off the bus to hold the bus so I could get on. I got to the back door, as the last person was getting off the bus I was trying to get on and they close the door in my face and there is a round button to push that says you want to get on the bus, I pushed the button and the bus drove away. I was walking and trying to get the bus at the next stop which is 5th St. & Market a block away I had almost reached the back door and the bus drove away. He would not wait for me he just drove away for the second time. It is very hot out here and it is 20 minutes for the next bus. There are two refusals to board a disabled senior. The next departure time from 511 was off by 4 minutes and I would have been there for the bus. Im not the only person that has said this. Your policy of not taking an anonymous complaint against is viewed as wrong by many local residents and may cause law suites, Because Muni Management can investigate and make their own decisions.
462090	10/4/2014	J-N CHURCH/JU DAH	IRVING ST 2ND AVE SAN FRANCISCO 94122	Patron states: "I requested a stop ifo UCSF Im in a wheelchair and the driver kept going. My attendant even had to walk up to get his attention to open the door. Now I am 8 blocks from my requested stop, in a wheelchair and its hot out. This is unacceptable."
462101	10/4/2014	K-T-L-M-S (Misc Unsorted)	MONTGOMERY STATION	"patron stated " I was coming from the elevator because Im in a wheelchair, I made it to the middle door of the first car and the driver closed the door. Other drivers look to see if there is someone trying to get on, this driver did not care as if it was not their problem. The placement of the elevator does not provide equal access because they are far from where stops. It makes me feel horrible.. Maybe I should contact the federal government because it violates federal law."
462102	10/4/2014	24 DIVISADERO	15TH ST CASTRO ST SAN FRANCISCO 94114	ADA Patron states " I was standing at the bus stop at 15th and Castro and the bus just passed me right by. The driver waved and smirked and drove off." I was standing at the stop." This happens constantly like a 100 times a year at least.":
462104	10/4/2014	44 O'SHAUGHN ESSY	3RD AND PALOU	Patron states, "I was on the 44 to 6th Ave, and a black female driver, bus no. 8749: One senior got on, and the driver told my son to get up without asking him if he has a disabled pass, which he does. The driver should have asked. Just because he is young and he does not look disable, but he is. I said That is my son you are talking to. The driver said, "Well you should know better than that." The driver said, "I know you, you are Kimberly", but my name is Rene.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462116	10/4/2014	24 DIVISADERO	DIVISADERO ST EDDY ST SAN FRANCISCO 94115	ADA patron states," I am a senior with disabilities and I was trying to pick up my laundry and was walking toward the front door. Someone got on the at back door and the driver closed the front door. I banged on the door and he drove away anyway."
462134	10/5/2014	37 CORBETT	19TH ST CASTRO ST SAN FRANCISCO 94114	Patron stated " We were all waiting at the bus stop and the driver stop at the stop sign but he did not load any passengers and we were standing there just waiting. He did not open the door or nothing, he stop for one minute and kept going. Im 66 years old and my partner is disable he is 70 years old".
462169	10/6/2014	Not Specified	CHURCH STREET STATION	<p>I am on permanent disability and have a service dog. On 10/06/14 04:48 a.n. I was waiting on the Church street underground platform for an inbound train. I had arrived at the platform some time around 04:50 a.m. or so. The train arrived (there was a T train 3 minutes behind it) sometime around 05:00 a.m. My service dog and I boarded the train, and as we boarded the operator confronted me and told me that I had to keep my dog from shaking itself while on the train. (By shaking he meant the type of behavior that dogs exhibit when they are trying to shake debris or water from their fur) I was puzzled by the request, but responded with "I have no control over that", and sat down.</p> <p>My dog and I have been riding MUNI for years. He is non aggressive, and he is very well behaved. He is a long haired terrier that has been trained to sit under the seats after we board a bus or train so occasionally there are times when he will shake the debris off of himself as we are exiting the train. The areas underneath the seats are often dusty and dirty so....there is no way to avoid such. My dog isnt large enough to be disruptive, is quiet and well behaved. I felt that the operators remarks were not only uncalled for, but unnecessary and bullying.</p> <p>I have a right to bring my dog onto MUNI without fear of retaliation from an uppity operator. As I exited the train at Civic Center I looked back at the driver in an attempt to figure out what was behind his remark and he looked back at me and shook his head, "Yes" as if to say, "Yeah, thats right." I honestly dont appreciate the attitude and his actions came across as discriminatory and unreasonable. Its like telling a patron that they are not allowed to sneeze on the train after boarding. Please advise the operator of the inappropriateness of his actions.</p>
462181	10/6/2014	14 MISSION	SILVER AVE MISSION ST SAN FRANCISCO 94112	Patron states he is disabled with a cane.The bus was full due to two previous break downs.I ask the driver who was In Training can you ask the passenger to vacate his seat.The only one who was sitting was the trainer who is not disabled.The driver hold me the trainer needs to be seated.I told the driver I know my rights.The trainer never got up.Im only making this complaint because Muni has rules and they are not following them.

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462192	10/6/2014	9 SAN BRUNO	16TH ST & POTRERO ST	ADA stated , "She let a few people on the front I was right at the front door and she closed the door in my face. The back door was open and the able bodied people got on in the back I would have got on in the back if I could lift my legs. It was myself who is disable and there was a disabled gentleman waititng for the bus and the bus was stable and waiting in the bus zone we knocked on the front door but she wouldnt open the door to let us board. The driver pointed to behind the back indicating there was another bus behind her but I have been waiting 15 minutes and there has not been a bus yet.
462193	10/6/2014	Not Specified	ON POWELL A BLOCK AWAY FROM POWELL AND MARKET	Patron stated " Im disabled person and I have a monthly passed. Next to the Powell turn around, it was the stop after that one. I advised the brakeman I only needed a ride to Pine st. The cable car driver let the first set of people on the cable car. There was at least 10 open spaces on the car. He would not board anymore people. I told him I was local and if I can board. He said you can wait for the next car. The cable driver was wrong and gross about it. His attitude was disgusting in front of all those tourist. We buy fast past all the times. My friend lives at Powell and Pine and this is the only transportation to here. This was on car number 5."
462196	10/6/2014	5 FULTON	DIVISADERO ST MCALLISTER ST SAN FRANCISCO 94115	ADA muni patron states, " The driver had not even crossed the line, I yelled at him he looked at me and drove off anyway. I am a senior, he had just gotten to the bus stop. This is getting out of hand. There was no reason he could not have opened the doors."
462198	10/6/2014	19 POLK	INTERSECTION OF 8TH & MARKET	ADA Patron Stated, "This bus driver closed the door on me before I could get up on the second step. Then I said you almost closed me up wait til I get up the stop! and he said "Thats what Im supposed to do."
462202	10/6/2014	K-T-L-M-S (Misc Unsorted)	FOLSOM ST THE EMBARCADERO SAN FRANCISCO 94105	ADA Patron stated, that "I catch the K-T/OB in the afternoon. I have noticed they are always 1 car trains. These trains are crowded, I am disabled and I have to stand up during my ride. All the other trains that pass are 2-3 car trains with hardly anybody on them. Why is the K-T limited to 1 car when its an overcrowded train?"
462232	10/7/2014	27 BRYANT	24TH ST BRYANT ST SAN FRANCISCO 94110	ADA Patron Stated, "I am so sick and tired of being harassed by these drivers because I have a service animal. The bus passed me because I have a service animal."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462234	10/7/2014	5 FULTON	MCALLISTER AND LAGUNA	Patron states "I was on a 5 local this morning and use a cain. I say that because I cannot take the 5L because it does not stop at Laguna. First off when I boarded the bus the driver did not pull to the curb. He stopped in the street which is a safety hazard for me because I use a cain and my cain is in plain site for the driver to see. After that the driver was skipping lots of stops. I rang the bell to get off at Laguna and the driver went passed that stop too. When I told him I wanted to get off he said the 5L does not stop at Laguna. I told him the heading on this was was the regular 5. He told me it wasnt but I know it was. Like I said I have to be aware of the headings on the buses because I cannot walk long distances. The driver refused to look. He should have gotten off the bus to see the heading. When I got off the bus I looked again and sure enough it was the regular 5. This driver could have handled this alot differently."
462245	10/7/2014	38 GEARY	GEARY BLVD WEBSTER ST SAN FRANCISCO 94115	Patron states: I am a senior. I am disabled. I was in an emergency. I have a cart with me that assist me walking and also allow my to put grocery. The driver saw this and told me he cant take me because my cart cannot be folded. I told him I am a disabled senior and Ive been waiting for a long time. He then closed the door. He didnt let me get on . He makes me very upset. I dont know why he didnt help me.
462320	10/8/2014	19 POLK	NORTH POINT ST VAN NESS AVE SAN FRANCISCO 94123	Caller is the aide of the Patron. and is beside her states, "This happened between the hours of 2:00 Pmand 3:00 PM. The bus went by and the driver told me that the lift was not working and he could not pick me up. Twenty minutes later, another 19 bus came and told me that the lift was not working either. He departed. I waited another twenty minutes later and another bus came, he told me that he could not pick me up the lift was also defective. I could not wait anymore. I had already waited and hour and this was the third bus. So I had to climb onto the front steps and I hurt myself (my legs) I had to pull myself up. Normally my leg is very stiff. I want to complain about the lack of coaches with operable lifts. Yesterday there were three busses back to back with inoperable lifts. I take the bus everyday from the Aqautic center to have lunch and I depend on this bus. Muni needs to provide coachs with operable lifts. I dont like to wait two hours to come home. Especially now that it it is gonna be winter, it will be cold. I am disabled and need better service from MUNI. It is not the drivers fault. They are very nice. MUNI should know that there are buses on the line that are defective and the hardship that it causes theor customers."
462356	10/9/2014	44 O'SHAUGHN ESSY	SILVER & CAMBRIDGE	Patron stated " Im a blind single mother. That has to rely on public transportation. This morning my son got to the 44 bus at at Silver and Cambridge. He called 311 and they said 2 minutes. Sometimes that posting isnt incorrect. He waited 2 minutes and the bus didnt come. It did come at 8:27 am minutes. My son was at the bus stop at 8:10 am. He was going to connect with the 49 and he wont been to school early. Now he is multi late. I rely on public transportation because of my blind. There are so many buses that pass me up and when I called 311 you guys say its will be here in 2 minutes it doesnt show up at the posted time."

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462367	10/9/2014	9 SAN BRUNO	MARKET ST 5TH ST SAN FRANCISCO 94102	Patron states, "The operator lets people on with recyclables and they block the aisle way and rear exits. You cant even walk down the aisle. To me its a hazard, the bus shouldnt be moving really, they should be told to get off, contact a supervisor its ridiculous. Im disabled and I cant get pass the aisle way. They shouldnt allow them on the bus, its for transportation not for garbage. Theres 4-5 of them on, Asian ladies."
462381	10/9/2014	19 POLK	HYDE AND GROVE	Patron states "I was waiting for the bus at the llbrary in my wheelchair. The bus 19 (Bus 8347) didnt pull into the curb at all. He stopped after the stop and didnt pick me up. He just ignored me. I didnt see what the driver looked like but wanted to report it. I want a phone hearing."
462388	10/9/2014	23 MONTEREY		Patron states she disabled with a cane.I just had surgery on both of my legs.The was rude and obnoxious.I dont know why he was rude.If the driver is having a bad day.He should stay home if he dosent want to do his job.
462404	10/9/2014	49 VAN NESS/MISSION	MISSION ST PRECITA AVE SAN FRANCISCO 94110	patron had a service dog,driver pet the dog without permission. This is not at all what a driver is supposed to do. Driver should be setting an example in front of all the patrons. Not doing things that a driver is not supposed to do. This is very confusing to patrons and driver needs to be reprimanded and taught you NEVER touch a service animal. Patron feels she was singled out and discriminated because she is a person of color.
462414	10/10/2014	90 SAN BRUNO OWL	BAY SHORE BLVD OAKDALE AVE SAN FRANCISCO 94124	im standing at the bus stop theres a shell gas station bright as day and i know he saw me i am in a wheelchair but my son is standing right here with me we tried to flag him down, my son stepped in the middle of the street, he went around my son and kept going, he never slowed down and never stopped
462426	10/10/2014	57 PARKMERCED	WEST PORTAL AVE ULLOA ST SAN FRANCISCO 94127	ADA Patron states, "I tried to get on the 17 and the operator almost left me there. There was too many construction in the area. It took me 30 minutes to go 3 blocks. This is the construction on Portola, they give no preferential to the buses. I was transferring from the 48 line. The bus was going to leave me because I was 15ft away from the stop. Im disabled, I cant run and then the operator yelled at me when I got on the bus. Rude."
462440	10/10/2014	K-T-L-M-S (Misc Unsorted)	CAPITOL AVE BROAD ST SAN FRANCISCO 94112	Patron stated, "Upon the arrival of the train, my husband and I walked towards the bus stop. We got on the bus and I walked to sit down and my husband was paying. My husband paid a total of \$1.50 for the both of us because were disabled. The driver said he has to pay \$2.50. So my husband told me to go get a transfer from the driver. The driver refused to give me one. So my husband went up to the driver again and asked him why he wont give me a transfer. The driver wanted him to pay \$2.50. He wanted us to pay the full fare. My husband already paid \$1.50 because were disabled. My husband offered to show him our disabled card and the driver didnt say anything. And by now, were at the last stop at Balboa Park. The train number was 1453B."
462450	10/10/2014	47 VAN NESS	4TH ST TOWNSEND ST SAN FRANCISCO 94107	Muni patron stated, "I have a service animal and at the stop on 4th and Townsend, the driver shut the door and drove off. As soon as we came to the door, he shut it. I knocked on the door and he just drove off."

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462483	10/10/2014	21 HAYES	VAN NESS AVE HAYES ST SAN FRANCISCO 94102	Patron states, "Bus picked up other passengers, then said he had no room, slammed the door, and drove off, and Im in a wheelchair. I have witnesses.
462493	10/10/2014	21 HAYES	HAYES ST VAN NESS AVE SAN FRANCISCO 94102	Patron said, "Im in a wheelchair and two buses have pulled up, said they were too full and just drove off. I only have the bus information for the second bus that did this."
462505	10/10/2014	Defunct	SUTTER ST POWELL ST SAN FRANCISCO 94108	5629 or 5639 This was such sarcastic young black male driver. He stoped in the middle of the street no even at the curb. Patron who is disabled was trying so hard to get on the bus but driver refused to open the front door. Driver only opened back door which is very hard for anyone disabled to get on. Disabled patron was the only person at front trying to get on and the driver kept telling patron to go to the back and patron kept telling driver that she could not get up the back stairs and needed to get on the front as she is disabled and the driver was just laughing and chuckling about this and refused to open front door so disabled patron was not able to get on board. Disabled patron says if muni would just look at the tape they could see all of this going on. Then the next driver who pulled up had no problem pulling up to the curb.
462549	10/11/2014	27 BRYANT	JONES ST GEARY ST SAN FRANCISCO 94102	patron stated "Im a disabled senior and there should be a bus here every 10-15 minutes and there is a bus here now but I have been waiting for 45 minutes"
462568	10/11/2014	49 VAN NESS/MISSI ON	MCALLISTER ST VAN NESS AVE SAN FRANCISCO 94102	ADA patron states " Upon entering I informed the driver that this is my service animal. She insisted on seeing tags before letting me go further into the bus. I explained that tags are no longer required but I do have to inform her that this animal is there to serve my ADA disabilities. The animal is has been specifically trained to perform tasks and if you need to know what tasks I can inform you about that. She insisted on tags,otherwise its not a real service dog. "Then she said go ahead, "Oh now you have tags" I said to her believe me this is my service animal. She was really rude, embarrassing and provided disinformation to the public. Upon exiting I announced I am exiting with a service animal. The driver closed the doors right away. I had asked to please leave the doors open a bit longer."
462585	10/12/2014	8X BAYSHORE EXPRESS	THE EMBARCADERO KEARNY ST SAN FRANCISCO 94133	ADA patron states " I was in line to get on the 8X bus and I walked up to the bus..I let an older woman get on first and by the time I got to the door she closed the door on me. She said something to me but I could not hear. I showed her my card to board and was waving at her. She eventually let me on but was mean." "The bus was not full at all so there was no reason that she shouldnt have let me on."
462609	10/13/2014	J-N CHURCH/JU DAH	POWELL ST OFARRELL ST SAN FRANCISCO 94102	ada patron "this operator did not call out any of the stops. I am blind and I need the operator to perform this basic function"

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462610	10/13/2014	F MARKET & WHARVES	MARKET AND 8TH ST	Patron stated: "I am disabled. This trolley car operator closed the door in my face and then he asked me for proof of payment. I got on the back, one of the doors was closed and the other was open. As I stepped up, he closed the door on me and I had to push the door back. He yells out Show me proof of payment, he didnt even give me a chance to get up the steps to get it out. I have a disabled Clipper card. He just assumed I was trying to get a free ride, and he kept looking at me in the rear view mirror."
462617	10/13/2014	28 19TH AVENUE	N/A	patron stated that he requested the stop at Lawton, but driver would not stop, but the driver took him far from the stop, the driver was driver way too fast and was rude to a boy that got on the bus to ask him a question, it seems like the driver was in a big hurry. patron got off the bus and had to walk he felt like he walk for about 10 blocks, he is disabled and had to carry his grocery bags. he is not sure the bus ID was really 8301
462646	10/14/2014	25 TREASURE ISLAND	BEALE	There have been NO LIGHTS at this MUNI bus stop for months. Now even the feeble poster lights built in to the shelter are blacked out. There are no street lights and the ally lights on the corner of the adjacent building are gutted out. I have written up a complaint many times. Instead of getting more light, its getting darker. In a couple of weeks, daylight savings time will end and it will be darker earlier. Please light up our bus stop. Its in a dark, remote and deserted part of town. I know there is electricity in the area because the Transbay Terminal is lit up like a circus. It would be nice if there were more seating space because sometimes there are several dozen people waiting for the bus there. Also, PLEASE put up some NO SMOKING signs. The smoking in and around the bus stop is out of control. I have also submitted written requests for that that have been ignored. Thank you.
462738	10/15/2014	J-N CHURCH/JU DAH	CHURCH ST DUBOCE AVE SAN FRANCISCO 94117	Patron states: "I tried to board and as I was showing my disabled card to the Operator and he said go to the back I need to keep the front cleared . So I moved to the back door and they were full I was unable to get on, so I moved back up to the front doors watching the Operator let 2 other ADA peope on then closed the doors on me and left. There were youths sitting in the disabled seats and the Operator could of asked them to move from the very beginning. You could pull the video to confirm these actions. Its now taken 4 trains to come and go before I was allowed to board. The train immediately after the 1st train was driven by a woman who just refused to even open the doors leaving me behind, that train number was 1442. This is unacceptable conduct but to have this attitude towards an ADA person is really bad. I want a call personally from Ed Reskin to discuss this continual issue on this line. The same operator that started my day off in this negative manner has done the same thing previously on numerous occasions. My brothers are in SFMTA management and I try to be understanding but this conduct needs to be brought to light and dealt with once and for all. I want a response from Ed Reiskin, this is not the first time this has happened. "

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462782	10/15/2014	J-N CHURCH/JU DAH	CARL ST HILLWAY AVE SAN FRANCISCO 94117	ADA Patron stated, that "I was in the 2nd car of a 2 car train. There were 5 of us wanting to get off at Carl and Hillway. When the train stopped the doors didnt open and the train continued on. I called the driver on the intercom and asked why he didnt open the doors, his response was "Theres a problem with the doors get off at the next stop". I tried to tell him I am disabled but he hung up while I was speaking, because there was no response. I always sit in the last car near the rear, because it is closest to my destination. When I finally got off at 2nd and Irving, I tried to speak to the driver. I was walking the platform alongside the train to the front door. Other passengers were trying to tell him I was coming. When I got to the front door, he closed it in my face. I know he saw me walking along the platform. The passengers just shrugged there shoulders to imply "I dont why hes doing this"
462787	10/15/2014	18 46TH AVENUE	46TH AND ORTEGA	The ADA Patron Stated: "The bus pulled up three feet from the curb and they refused to kneel."
462805	10/16/2014	49 VAN NESS/MISSI ON	24TH ST MISSION ST SAN FRANCISCO 94110	patron states "driver refused to pick me up because I have caused too much trouble on the bus before. That is when I was drinking and I quit drinking 60 days ago."
462847	10/16/2014	21 HAYES	HAYES ST VAN NESS AVE SAN FRANCISCO 94102	ada patron "this operator did not call out any of the stops. I am blind and I need the operator to perform this basic function"
462848	10/16/2014	43 MASONIC	GENEVA AVE HOWTH ST SAN FRANCISCO 94112	Per caller: He is blind and as he was approaching the door for the 43-Masonic/IB after getting off the J-Church, the driver just toom off. Its bad enough that the buses always stop way pass the bus stop shelters, so for someone disabled its even more difficult, but to have them see you and just take off is unacceptable. He did have someone with him and there were also a couple of other people.
462878	10/17/2014	14 MISSION	N/A	Muni patron stated, "I was coming down from 24th St, and I tried to move across the bus to another seat. The lady next to me was sitting on my leg and it hurt, so I moved and didnt say anything. She started persecuting me and abusing me mentally about why I moved. She starts diagnosing me like shes a neurologist. I told her to leave me alone. I feel like it was a racial thing. It was a dangerous situation. She kept on and she wouldnt stop. Then, a big-boned African American man in a wheelchair who obviously isnt normal, started berating me and threatening my life. He started shouting obscenities at me. He told me If youre getting off at the same stop I am, which is 16th and Mission, Im going to make sure someone follows you into an alley and takes your things, drags you up the alley and rapes you. Youll be a big bloody mess. He jumps out of the wheelchair and walks up to me, right in my face, shouting the same things. He wouldnt stop. He finally went back and sat down. I started calling 911 and they said they wouldnt com unless the bus stops. I asked the driver to stop 3 times and he eventually did. The police came and helped me get off the bus and get on another one. The driver knew what was going on and he didnt do anything about it. Thats his job and I shouldnt have to defend myself."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
462897	10/17/2014	J-N CHURCH/JU DAH		To Whom It May Concern, I believe I was wrongfully discriminated against by one of your drivers. The incident took place on October 14, 2014 aboard an inbound J-Church train. For the record, I have had numerous incidents before where drivers would assume I am healthy at face value, but I am a disabled individual; I have documentation of my complex medical history. It is embarrassing to me and my companions to explain my situation and an invasion of my privacy. I would like to file a formal complaint, but the form does not state disability as one of the discrimination options. I hope to hear from you very soon. Thank you. Respectfully yours,
462916	10/17/2014	Defunct	HAIGHT AND STANYAN	Patron stated " Today at 2:35 pm I boarded the 33 bus outbound at the corner of Haight and Stanyan. Bus number 5404 the driver is a light skinned black male mid late 40s. He also had a shaved head, wearing sunglasses and thin mustange. The bus driver made a commentt in full view of everyone on the bus that I took discriminatory. I want someone to pursue this. The bus was nearly empty I boarded the bus from the rear because i have a cart. I run my own cleaning business. Im also legally handicap due to a permanent back injury from a few years ago. Im 63 and 360 pounds. As I boarded the bus I didnt have a chance to finished boarded. The bus driver yelled at me to hurry up because Im to damn big to stand there and block his doorway. I turned around and told him to mind his business. Im trying to get a seat. The bus driver than threaten to put me off the bus. I told him Im a paying customer. Im entitled to ride the bus and your going to take me to where I need to go. I also than warned him if he didnt leave me alone I would report him to his bosses. The bus driver again repeated to quick blocking his door because Im too damn big to stand there. I sat there and began to make this phone call. I deboard the bus and than I called 311. "
462951	10/17/2014	14 MISSION	20TH ST MISSION ST SAN FRANCISCO 94110	patron stated that the bus arrived and did not open the back door, he was there with the front door open for less then 10 seconds, and she and other passengers started walking to the front door but the driver closed the door and took off, passenger stated that she disabled with limited mobility she cannot really walk much but she does not use any walker, wheel chair or cane, and wanted to use the back door.
462980	10/18/2014	Defunct	1290 SUTTER	I was waiting for the 3 at 3:10pm, with my senior mom and two year old in my arms. The 2 came first. The 3 came behind it and picked up passengers. I walked up to the 3. As soon as I got to the door the driver closed his doors. When I knocked on the door he looked at me and the looked away and drove off. I think he did not want to pick me up because I had a child. I am spending my time waiting for my next bus writing this complaint.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463008	10/19/2014	POWELL/MASON CABLE CAR	HYDE ST CALIFORNIA ST SAN FRANCISCO 94109	Muni patron stated, " This cable car I guess they stopped in the middle of the street at Hyde and California ,you dont have a green light crossing so we were on the corner, by the time the street was clear we ran for the cable car in the middle of the street As we were grabbing for the cable car my I grabbed for the rail and my child was still in the street. The car started to take off and I told the driver hey man my child is trying to get on the cable car and I was told to get off the cable car the cable car is full
463069	10/20/2014	J-N CHURCH/JU DAH	27TH ST CHURCH ST SAN FRANCISCO 94131	ADA patron stated that I am a blind person and I have a guide dog. I catch the bus on 27th and Church going inbound. I noticed driver didnt call any stops from 27th all the way up to Market. Market and CHurch. Thats the first stop he called and that happens Im talking with the person who give me the information about the driver. He doesnt call any stops. He should at least call the main stops. So after that he start calling the stops. After Market and Church. That was the first stop he called. Basically that happen this morning between 940-945 AM.
463074	10/20/2014	43 MASONIC	FRANCISCO ST COLUMBUS AVE SAN FRANCISCO 94133	Patron states: "The last three 30 Stocktons went past me without stopping and I waived. The last one said his ramp does not lift and I said I did not even see you press the button. He said, Cant you use the stairs. If the ramp doesnt work the bus should be taken out of service. I have a bad hip. Other drivers are nice and say it is their job to do the ramp. I end up being late for appointments.
463091	10/20/2014	J-N CHURCH/JU DAH	24TH ST CHURCH ST SAN FRANCISCO 94131	Muni patron states," The population is aging. It is a lot with young children and a lot of older people with canes like myself and it is hard to get a seat on the new trains. There is a huge need for seats. When I ride from downtown I frequently go over to the Embarcadero station to ensure I get a seat."
463097	10/20/2014	7 HAIGHT/NORIEGA	PAGE ST FRANKLIN ST SAN FRANCISCO 94102	Patron stated "At the 6/71 bus stop there is a sign that states that as of 10/8/14 this bus stop has been moved to haight and gough . However there is no information on the muni website regarding this. My wife and I are both blind and were waiting out there for a long time until someone read the sign to us. Also next Muni still shows a time for Page and Franklin. I would like a call back regarding this"
463114	10/20/2014	7 HAIGHT/NORIEGA	8TH ST MARKET ST SAN FRANCISCO 94102	ADA Patron states " Im a disabled person and when I am going to board I ask for the lift. He lowered the lift for me and the front part of the lift snapped and the front part of the lift hit my ankles and feet. " He said " Thats not supposed to happen." After that I stayed on the bus and went to UC hospital. The doctor said I have swollen feet because of that. AT this time, Im still being treated by doctors."
463139	10/21/2014	38 GEARY	GEARY ST JONES ST SAN FRANCISCO 94102	Muni patron stated, "The driver did not open the front door for disabled passengers to board. He told us to get on through the back. He smiled about it."
463140	10/21/2014	9 SAN BRUNO	11TH ST MARKET ST SAN FRANCISCO 94103	The patron stated, "Im at Market and 11th waiting for the 9 toward General and the operator let everyone board and then stated he didnt have any room for me and to wait for the next vehicle. Im ADA -Im in a wheelchair." 311 CSR notes that patron is requesting an ADA hearing.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463152	10/21/2014	25 TREASURE ISLAND	BEALE ST FOLSOM ST SAN FRANCISCO 94105	Muni patron states,"The driver closed the door just as I was walking up to the back door. He saw me I was walking along looking at him through the mirror. I was banging on the back door and he drove off anyway. I could hear the people on the bus yelling back door, back door. I am not one to complain but it was just blatant."
463164	10/21/2014	19 POLK	POST ST AND POLK ST	Muni patron stated,"I was standing on the corner with three other women, one was disabled,the bus stopped half way up the block. The driver let people off the bus but we ran up to the bus and the driver took off and didnt let us on the bus. the driver stopped at the next stop and was there for awhile so I assume he was letting people on and off the bus wasnt crowded.
463186	10/21/2014	14 MISSION	MISSION ST 7TH ST SAN FRANCISCO 94103	ADA Patron states "I am in a wheelchair and i was about to get on the bus and the driver didnt wait for me to get on the bus. I was waiting at the place where they usually stop and he didnt stop there and he kept ruight on going. I was yelling at me and i know he could hear me and he kept right on going. Then another bus came by and passed by as well."
463196	10/22/2014	J-N CHURCH/JU DAH	CHURCH ST DUBOCE AVE SAN FRANCISCO 94117	ADA Patron states "I had gotten off the train, the door closed and when i saw that the 22 was going to be in 17 minutes and I turned around. The driver that just let me off would not let me back on. I knocked on the window, he looked at me and just drove on." Caller he wants a title 6.
463232	10/22/2014	45 UNION/STOC KTON	3RD STREET AND BRANNON STREET	3rd St & Brannan St. --- Saturday October 4th, I was coming home after an event near the ballpark and was waiting at 3rd St and Brannen St. for a 30 bus. I'm visually impaired, so I'm dependent upon the MUNI for transportation. Anyway, as I was there at the bus stop it was poorly lit and I tried to be very visible to the drivers, but two 30 buses drove right passed without even slowing down. The time was about 2130 to 2200. The area is not the best, so I thought it best to grab a cab which is a cost I'd rather not have since I'm not working. Thanks for your time
463256	10/23/2014	21 HAYES	MARKET & 8TH ST.	The patron states, "The bus stopped and the operator did not want to lower the lift. I use a walker and he yelled that the stop was not a wheelchair stop. I said, "This is not a wheelchair." I was told by the Muni disability office that I can be picked up @ any stop along Market St. I was told to take the bus # and badge # if the lift was not lowered. The operator was yelling and didnt want to lower the lift. I told the operator I would turn him in. He hit me with the metal against my ankle really hard. I said, "ouch" and my ankle is red and sore. I asked, "Why did you hit me?" The operator stated, "I thought you were off." I said, "Im still standing." The operator did that on purpose because he did not want to pick me up. He was also mean."
463281	10/23/2014	9 SAN BRUNO	RIO VERDE AND GENEVA	ADA Patron Stated, "I am disabled, I pulled the cord to get off at Rio Verde and he disregarded it and went all the way up to Santos. He shows a lack of professionalism."
463284	10/23/2014	8X BAYSHORE EXPRESS	SAN BRUNO AND BACON	per caller: I was getting on the bus and the driver closed the door on me... I was getting on at the front door - I am handicapped wearing a neck collar.

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463315	10/23/2014	Defunct	18TH ST CASTRO ST SAN FRANCISCO 94114	patron stated, "The Nextmuni sign is not on at all at the #33 inbound bus stop , # 13325. This is n0t the first time as per the patron."
463331	10/24/2014	J-N CHURCH/JU DAH	27TH ST CHURCH ST SAN FRANCISCO 94131	Patron states, "I want to make a complaint about a MUNI driver. I catch the train inbound on 27th and Church and the train number is 1498. This happened around 9:16AM on Tuesday 10/21/14. I am blind and the driver didnt call out any of the stops. I know it was a woman because when we go into the tunnel she said something. Ive been experiencing this since I lost my eyesight 18 years ago."
463352	10/24/2014	Not Specified	POWELL STATION	Patron stated: When I entered into the Muni Station, I paid my fare and I was yelled at by the Muni agent that I could not bring my drink in. This is in front of a crowd of people and then when I ask for a refund he continued to yell at me and sarcastically when I ask that I could not get a refund from him. I personally have a disability that requires me to take medication that cause dehydration and dry mouth and requires that I stay hydrated throughout the day. And when I get a discount card from SFMTA the point was it was to accomodate my disability and not belittle me infront of a crowd of people.
463364	10/24/2014	38 GEARY	GEARY BLVD FILLMORE ST SAN FRANCISCO 94115	ADA muni patron states,"I rang the yellow line,I guess the driver did not hear. He got so upset and he raised his voice. He yelled next time ring the bell on time. I told him I did. He said no I didnt here and I told him I did hear it and saw the sign light. He kept yelling at me in front of every one. I am tired of it they dont want to pick up the people in the wheelchairs. This happened many times. Last night I was leaving city hall and the bus came there were a lot of people waiting and he picked up everyone else and he told me to wait for wait for the next one. Today I told the driver to give me his number and he just turned around so I could not see it. When he saw me writing down the buses number he told me to go ahead and call they are not going to do nothing to me, I dont care."
463374	10/24/2014	31 BALBOA	POWELL ST MARKET ST SAN FRANCISCO 94102	ADA Patron states, I was at the bus stop and I let everyone else get on board so I wouldnt hold up the line. After everyone got onboard I asked the driver for the lift because I am disabledand I had a shopping cart with me. I thought the driver was going to let the lift down, but he just shut the door and drove off.
463384	10/24/2014	5 FULTON	PARKER & FULTON	Patron states, "This happened 10/23 about 1:30-1:40pm. A new driver came on at Masonic and Fulton. A female. The incident happened at Parker and Fulton. The bus stopped at the signal. I moved up to the yellow line. She said Dont go any further, and I said I have no intention to, Im just moving myself to get in place to move off the bus. She put the bus in gear and she jerked really hard. When the signal changes they smoothly go across the street. I know when bus drivers are trying to make you fall, so I accused her of it, and I meant it. She pulls the lift out, I got on the lift, and when I got off, she said, Perhaps the next time you can take a cab. She closed the door and I asked for her badge number and she wouldnt give it to me. She turned the bus and I think I finally got her badge number. It is 4417. If not it is 4317. RUDE!! I also think this is retaliation for a complaint I made against a black male driver on the 5L about 3-6months ago."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463386	10/24/2014	5 FULTON	VAN NESS & MCCALLISTER	Patron states, "The first incident happened on Oct 16 around 10am. I was at Van Ness & McCallister. The man started playing with the dials to get the lift out. In 2 minutes I heard the lift come out. Then he pulls it back in and claimed it was not working. When he pulled up he had an attitude. Hes a black male. Its got to be retaliation from a complaint I made against a black male driving a 5L about 2 or so months ago. I think that is what this is about. The bus number was 5516.
463416	10/25/2014	Defunct	16TH ST MISSION ST SAN FRANCISCO 94110	Patronstated, "There was a woman in a wheel chair her caregiver was trying to unstrap the whell chair and the the bus driver was angry and he was cursing at her because she was taking too long,. When the wheel chair came forward to get to the ramp, the driver kicked the wheel chair and the patrons on the bus were gasping that a bus driver would do this to a wheel chair and the poor little lady in the wheel chair was all shook up and the driver wastill cursing at her when I got off the back of the bus . I couldnt beleive it. "
463456	10/26/2014	38 GEARY	PRESIDIO AVE GEARY BLVD SAN FRANCISCO 94115	Patron states, "I was on the bus for only a block and the driver would not let an elderly woman I would say between 85 and 90 and she had a walker. The driver argued with her, and kept saying No. He was being very unkind to an elderly woman. Ive never seen a wheelchair refused. The driver said, You cant come on youll be blocking the aisle.
463491	10/27/2014	12 FOLSOM/PACIFIC	N/A	Patron stated "I am handicap and I had to ask him to lower the steps to get on, He seemed very annoyed by this. When I got off he did not bother to kneel the bus. He pulled far from the curb so it was difficult for me to get down with my cane, Ive been noticing that on the 10 and 12 lines this happens often"
463500	10/27/2014	38R GEARY RAPID	TWO STOPS: AHEAD OF LAGUNA AND AT LAGUNA	Patron states, "At the first stop the driver told two old ladies with canes that they had to get on in the back, and they said they couldnt climb the stairs. He was going to leave them, but the passengers complained so he let them on in the front. Then at the Laguna stop there was an old man with a cane waiting and he did not even open the door for him, just left him standing there. All three of these people were black. I told him he should not be a driver, he should be a passenger.
463501	10/27/2014	19 POLK	PHELPS ST AND EVANS ST	ADA patron stated, I got on and before I could sit down he pulled off. I said oh you should wait until I sit down before you pull off! The driver made a remark to me but I couldnt hear what he said because I was trying to sit down. On my birthday I will be 80 years old and the drivers should be more patient with the elderly passengers.
463512	10/27/2014	5 FULTON	FULTON ST LA PLAYA SAN FRANCISCO 94121	ADA patron stated that I was standing directly in front of the bus stop and the driver turned left onto Fulton from La Playa . He came to a compelte stop directly in front of me. He looked at me and then he looked at my dog and then continued on without opening the doors and didnt stop even after I was running after the bus screaming for him to stop. I have my dogs service information too if youd like that.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463563	10/28/2014	21 HAYES	SHRADER ST FULTON ST SAN FRANCISCO 94117	Patron states " We walk up to the bus I am in a wheel chair I raised my hand said I wanted to board he was parked at the start of route, doors were open I asked if I could board the bus he said he was not going any were for ten minutes and I should go take the 5 . I came across the street and he pulled off. I know there is a game today and he obviously didnt want a wheelchair on the bus and as soon as I crossed the street he turned the corner doing his route. He didnt want the work of putting the wheelchair on his bus. "
463593	10/28/2014	22 FILLMORE	SACRAMENTO AND FILLMORE	Caller had 2 service animals with me and the driver would not allow me on. The driver said through the door that only one service animal was allowed .
463611	10/29/2014	9 SAN BRUNO	MARKET AND NEW MONTGOMERY	<p>ptn boarded the bus. Driver asked for ID. ptn showed California ID, then showed MediCare card. Driver said,'We don't take that, but go ahead'.</p> <p>ptn looked at the side of the meter, because it is supposed to list the MediCare card as a form of ID. ptn simply said, 'Actually, you do accept MediCare cards.' The driver became belligerent 'Don't tell me my job. I'll throw you off this bus' Later, when ptn alighted from the bus,at his chosen stop, he looked at the front of the bus for the run number. The driver thought this was funny, and started laughing. What kind of people are MUNI hiring? Why do drivers, inspectors, etc. feel comfortable being and feel entitled to be rude and hateful to disabled people? I've written several of these in the last several months! Maybe it's time to see how widespread this is!</p>
463620	10/29/2014	31 BALBOA	LEAVENWORTH ST TURK ST SAN FRANCISCO 94102	Intending ADA patron states "I was crossing the street and the bus was already at the bus stop. The bus did not pull to the curb. Bus did not open the door. I am disabled and I cant get on the bus without lowering the steps".
463646	10/29/2014	31 BALBOA	NEW MONTGOMERY ST MARKET ST SAN FRANCISCO 94104	Patron states: "I asked for the Muni lift and he just closed the door in my face. I a disabled person and would like a hearing. I will also be filing a complaint with the ADA."
463673	10/30/2014	18 46TH AVENUE	LAKE MERCED BLVD.	I flagged the bus way in advance when the bus took off at the intersection street light, and continued flagging my arm, but driver just ignored me and kept on driving away towards Stonetown. He didnt stop at all.

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463702	10/30/2014	45 UNION/STOCKTON	DIVISADERO ST FRANCISCO ST SAN FRANCISCO 94123	Per Muni patron. I want to know what happens from a supervisor....what the rules are. If you are on the bus and you are at Chestnut and Divisadero. the next bus parks at Francisco. They make you get off there. There are a lot of elderly people. Im 84 and walk with a walker. They dont want to use the lift. Then you have to walk to Chestnut. Some of them are like...oh, hell, you know like that. I have had to get off in the rain when there is no bus in front. I would like a call back. I want to know from a supervisor the exact rule for the drivers. Yesterday I was on the bus with my walker. Driver had to use the lift. The driver started to move the bus before I could sit down. I said, Please driver...dont move the bus. And she said, Bitch dont tell me how to drive my bus. I dont remember exact time or bus number. These things happen. They have a tough job and this was a one time thing. Im really worried about the other thing. I board at Chestnut and Divisadero. Sometimes, if they drive right to Chestnut and the driver is taking a break, they make you get off. You still have to get off the bus but at least you dont have to walk a block. I just want to know exactly what the rules are so that I am aware of them. You get a different story from everybody. I wish they would go back to the one on Fillmore and Chestnut. It was terrific. There, if there were 2 buses, they would go in back of one another. I know this will happen more frequently. Its very unfair to the seniors...the way the set up is. I want them to know what kind of a hardship it is when they park at Francisco and you have to walk up the block. Especially when it rains. Ive had this before. Put it back to Fillmore Street. When you use a walker the drivers are very unhappy. They dont want to use the lift. Some are gracious and will accommodate. Others are annoyed. Ive had drivers gotten out of the bus to lift up my cart. All personalities. I dont want them to get hurt.
463709	10/30/2014	Defunct	CALIFORNIA AND PRESIDIO	Patron states: "I was taking the bus #3 on California and Presidio, just starting out. There were no passengers except one handicapped person with a walker. I stepped up and went ahead, and she said the handicapped man has a priority and has to go first. What is the big deal I was already on the bus. I can understand if there was a big line of people but we were the only ones. She said I have to get off to let him out. I was already on, not holding up anything. Im a person in my late 80s, I have a back problem and knee problem, I have all kinds of ailments too. She made me go down those steps again. She kept pointing to the law. What law? I resent this kind of treatment. Just because its not visible with no crutches, doesnt mean nothing is wrong."
463726	10/30/2014	Not Specified	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	Per Muni patron. All of the elevators on Market St are down and out. There is not a one that Im able to get into. Im disabled. I dont know why I bother...nothing ever changes.
463732	10/30/2014	45 UNION/STOCKTON	MARKET ST 3RD ST SAN FRANCISCO 94108	Waiting for the bus at Market and 3rd st. The 30-Stockton came but there were already 2 wheelchairs. The 8X comes but the lift is broken. The 45 shows up, first the driver does not come and stop at the top of the bus stop were I was waiting, but instead stops in the middle of the stop and allows the other passengers to board first. When I go down to were she is, she tells me the bus is to full for me to board. I asked couldnt she ask the others to move back to accomodate a wheel chair and she refused. Her actions were not only very discourteous, but very insensitive as well.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463734	10/30/2014	47 VAN NESS	MARKET ST VAN NESS AVE SAN FRANCISCO 94103	patron stated "The driver pulled up to the bus stop, she let everyone who was walking on the bus and when the wheelchair came up, she said that there was no room. And said that she couldnt ask everyone who was on the bus to get off for the wheelchair. I did ask her for her id number but she would not give it to me and slammed the door in my face. The procedure that I have always known was that the wheel chair is loaded on first then the other passengers, but she let everyone else get on first until there was no room for the wheelchair. "
463736	10/30/2014	38R GEARY RAPID	GEARY	NextMuni Prediction Sign stopped working since last year. please send someone to fix.
463755	10/31/2014	K-T-L-M-S (Misc Unsorted)	46TH AVE WAWONA ST SAN FRANCISCO 94116	Muni patron stated: "The inbound L train is not scheduled to leave until 4:49 a.m., and I have been here at Taraval and Wawona at 4:40 a.m., Basically I told the bus driver that he wasnt supposed to pull forward, and he was talking over me loudly, and I yelled at him, and said back to me that I cant tell him what to do. I sat down here plenty enough ahead time to board on train, but when the train conductors pull the train forward, I would have to wait for the next train. So if I got down here 8 minutes ahead of train and when train pulls forward and that I would have to wait for the next train usually I would have to wait at least 30 minutes to get on the train. This is an ADA related complaint and I want a hearing on this. Vehicle #1403B." Patron called back and stated that " the operator called muni central control and the fire department was called as well".
463807	10/31/2014	31 BALBOA	HYDE ST TURK ST SAN FRANCISCO 94102	patron stated, " The driver asked me to go to the back like everybody else, but I couldnt because I have bad legs and I have a cane. He refused to let me in the front because I have a special accomadation. The driver refused to let me on the bus and I had to get a taxi."
463832	11/1/2014	Not Specified	DUBOCE AVE CHURCH ST SAN FRANCISCO 94117	Patron stated" I was trying to get on the bus he slowed down and he open the door I tried to get on and he shut the door and so we banged on the door and he pulled my wheelchair, he pulled my leg up against the concrete and the bus and twisted it and we were banging for him to stop. This \$42,000.00 wheelchair and weighs 500 pounds and I did not want to fall off the ramp into the ditch, so my friend was trying to pull the bus back and next thing you know the train is gone. He did not stop until he had to switch from street mode to auto mode going towards the tunnel".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463853	11/2/2014	J-N CHURCH/JU DAH	CHURH	<p>CHURCH+DUBOCE I fear you are waiting for hospitalizations or worse before proper signage, lights and law enforcement are applied to the stop. Bad enough the J, N, and 22 converge at the underground tunnel, frequently blocking each other AND pedestrians AND vehicles for extended periods, now the bike lane with no directional markings make it worse! In a residential area with 2 SeniorDisabled buildings, a Hospice, a large Public Housing complex, NOBODY--including Cops on bikes--stops for the mobility challenged crossing the street or bike lanes (at least, without much swearing, shouting or horn honking!)</p> <p>There needs to be full stoplights for all! Signage should be painted LARGELY on the road (The bike path clearly marked to cross north BEFORE crossing to the "Wiggle"on Duboce--instead of diagonal-around-on the wrong side and/or sidewalk)</p> <p>The MUNI tracks would slip or trip far fewer wheels and tires this way. Also, a walkway AND sign needs to be placed at the end of the Safeway exit/entrance near the boarding island to allow those with mobility issues to get across Church St.without wheels getting caught in the tracks. Again, minimally, marking the streets with paint so more cost effective than cost of being sued for damages when someone is harmed.</p>
463870	11/2/2014	22 FILLMORE	FILLMORE	<p>At the stop I stepped down to open the door for an elderly woman and help her on the bus, the bus driver then (literally) yelled at me to not hold "her door open," she then proceeded to shut the door and when I told her someone was trying to get in she finally opened the front door and told the woman to "hurry up," this is no way to treat anyone much less strangers that rely on muni for transportation.</p>
463871	11/2/2014	J-N CHURCH/JU DAH	19TH AVE	<p>My husband daughter and I witnessed the train drive away as a blind woman with a cane was tapping the side attempting to open the door. We honked and tried to get the driver to stop-- he was obviously in a hurry because he barely stopped for stop signs after that.</p>
463907	11/3/2014	F MARKET & WHARVES	MARKET AND 7TH ST	<p>PATRON STATES HE IS A LITTLE SLOW, THE DRIVER WAS YELLING AT OTHER PATRONS, THE DRIVER THEN STARTED YELLING AT PATRON, STATING THAT PATRON HAD TO PAY, PATRON STATES HE HAD ITEMS IN HIS HAND, PATRON STATES HE GUESS HE WAS NOT MOVING FAST ENOUGH FOR HIM, PATRON STATES HE WAS TRYING TO GET OU HIS CLIPPER CARD. PATRON STATES HE ASKED THE DRIVER FOR HIS BADGE # AND THE DRIVER REFUSED.PATRON STATES THERE WAS A FELLOW MUNI DRIVER ON THE BUS THAT SAID THE DRIVER CAN BE A LITTLE AGRESSIVE AND GIVE HIM ANOTHER CHANCE.</p>
463909	11/3/2014	54 FELTON	DALY CITY BART	<p>I got on and she didnt want to put on my seatbelt, gave me an attitude and said what are you looking at. She said I needed an attendant. I was gonna call and she called. I guess her supervisor told her to do it because she came and put the chair up. Ive had her before and she is the only one who tells me I need an attendant. I want to speak to a supervisor because she has had a complaint about her from me but shes still the only one with that bad attitude.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
463931	11/3/2014	K-T-L-M-S (Misc Unsorted)	OCEAN AVE JUNIPERO SERRA BLVD SAN FRANCISCO 94127	ADA Patron states " I was at the stop of Ocean and Junipero Serra for the K inbound and was waiting on the raised platform. When the driver pulled up , he let me on and then said to me thatis for wheel chairs." I told him this is incorrect, its for anyone with a disability." I have the muni bulletin that states this. Get your information correct." The muni bulletin number is 04-039
463968	11/4/2014	48 QUINTARA/2 4TH STREET	23TH AND MISSION	Patron states: "I am disabled and I asked the driver to help me and he ignored me. The other passengers had to help me. They shouldnt have people driving around like this if they wont help people."
463969	11/4/2014	47 VAN NESS	VAN NESS AVE PINE ST SAN FRANCISCO 94109	Wheelchair patron stated that the operator pass me by did not stop, patron has to wait till the next bus which is 49 to come and pick him up the 47 bus wasnt full no were near full.
463978	11/4/2014	Defunct	SUTTER ST VAN NESS AVE SAN FRANCISCO 94109	The ADA Patron Stated: "At Van Ness and Sutter, I was at the bus stop waiting for the 3 Jackson. The bus came and it didnt stop. I tried to call him, shake my hands and I went into the street with my cane. The traffic light was green and he left. Now I have to wait 18 minutes for the next bus. He saw me, he didnt stop because he didnt want to. Its not the first time this has happened either."
464021	11/5/2014	43 MASONIC	LYON ST LOMBARD ST SAN FRANCISCO 94123	Patron stated when I got off the bus the bus stop approx 8 feet from the curb patron step into the street the bus was approx 8 feet away from the curb patron walk with a cane there was no obstruction to prevent the operator from pulling into the bus stop patron was getting off by the front door.
464062	11/5/2014	38 GEARY	GEARY ST POWELL ST SAN FRANCISCO 94102	Patron States: "The driver looked at me and saw me there waiting for the bus. She didnt open the front door. She made everyone get on through the back door. I am on my way to an appointment. I am disabled and I have to get to my appointment on time. I was eventually able to get onto a 38 limited. When I got to Fillmore, I was trying to transfer onto a 22. I then saw the driver that passed me up pull up to the intersection. I pointed at her because I wanted to get her I.D. number. She then honked at the driver of the 22. Then she yelled at him saying something I couldnt quite hear. As soon as I crossed the street and got in front of the 22, the driver closed the doors and drove off without me."
464085	11/6/2014	38 GEARY	FRANKLIN ST GEARY BLVD SAN FRANCISCO 94109	ADA Patron states, " I was standing at this stop waving at the driver as he drove on past me and made eye contact with me. I am disabled with a service animal. I would like to request a hearing."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464120	11/6/2014	49 VAN NESS/MISSION	OAK ST VAN NESS AVE SAN FRANCISCO 94102	Patron states, "The bus just passed us by. The bus was not full. I was with my disabled wife at the time."
464137	11/6/2014	9 SAN BRUNO	MAIN ST AND MISSION ST	ADA patron states " I was at Main and Mission and the 9 bus came by at 5:25 pm it was bus number 8704 run 135 and he didnt stop and just drove right by us." He also left 5 minutes early."
464188	11/7/2014	9 SAN BRUNO	FOLSOM ST 11TH ST SAN FRANCISCO 94103	Ada Patron states "I was waiting at the stop in my wheelchair. The bus already had a wheelchair on his bus and instead of making room for me, he pulled off. "
464240	11/7/2014	19 POLK	8TH STREET	<p>At the 8th and Mission bus stop, at approximately 3pm on November 7th I was at the bus stop with a passenger and called 311 to find out when the bus was arriving. patron has long hair and a beard and his regular-sized grocery cart with him. The mostly empty bus came to the stop and the driver would not let him on with his cart. Saying "You cant take that thing on my bus."</p> <p>All this man owns was in his cart and it was not large and it was new (I saw his old one). When we attempted to ask the driver why when he shut the door of the bus and put the bus in motion while patron was dangerously close to the bus, attempting to show the driver his handicapped access card. Patron called 311 right after the incident and reported it. I am following up with this written report.</p> <p>The drivers conduct was rude, dangerous as well as causing patron, who is currently un-housed and only mode of transportation is the Muni system, to miss his meeting and now forced to sleep on the streets this weekend.</p> <p>I found this treatment of a customer, a resident of San Francisco, and a human to be reprehensible. Please keep me informed of result of this complaint.</p>
464265	11/8/2014	19 POLK	RHODE ISLAND ST 15TH ST SAN FRANCISCO 94103	Patron stated "I ran across the street to the bus and the driver was shaking her head the whole time and said no no I said its a service animal and she said it has to have a muzzel and I said no it doesnt and she said no closed the door and drove off."
464277	11/8/2014	45 UNION/STOCKTON	CHESTNUT ST LAGUNA ST SAN FRANCISCO 94123	Patron states, "The bus pulled up to the curb and I indicated I wanted to get on, but the driver said that because of the uneven curb, I had to go to another stop. Ive seen wheelchair lifts used at that corner, so I asked him to pull forward, or to put the lift down into the street so it would be a safe and easy place to do it. He still told me I needed to go to another stop. He refused to do anything about it without addressing why he refused to do it. My power chair goes 8 miles per hour so I quickly went to the next bus stop 2 blocks ahead. I reached it just as his bus was pulling away, he did not stop for me." The next bus passed by because it was too full, which is common with wheelchair users."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464284	11/8/2014	F MARKET & WHARVES	Noe	Patron states, "After I entered the train at Noe & 17th with my service dog I sat in the back, people with a bit bull and other people with a big dog sneaked on the back of the bus around 9th and Market. Their dogs attacked my service dog. They acted like Oh shit, and went somewhere else to sit. I told the driver that these big dogs were attacking my service dog, that they hurt my dog. He said, It is not my business. I said they are not service dogs and thats why they sneaked on the back. He asked if he should call the police, and I said no, you should kick them off. The driver then said Lady you have a problem. If I had been white the passengers would have stood up for me. I got off on 4th instead of 7th street. The bus driver would not give me his ID number, and I had to stay on the bus until he would give it to me. Could someone pull the cameras. I want an ADA hearing and he has to show up. He has seen me so many times. I will continue to address this. Last week nobody showed up.
464312	11/9/2014	47 VAN NESS	VAN NESS AVE OFARRELL ST SAN FRANCISCO 94109	Patron stated" I showed the driver my Medicare card and he informed me that he could not take me with that card, that I needed to have a disability card. I inform him that I am from Massachusetts and visiting the city and from what I have read from your websites as well as seeing all the placards at all your station that the Medicare card was valid proof along with a photo ID he told me that I was wrong that he was informed by his Supervisor that he is no longer suppose to except Medicare cards. I told him that the placards have more jurisdiction than his Supervisor word," When an item is mislabel the merchant is obliged by law to sell you that item at the lower price" . He then went on by sexually harassing me by saying "I wish they would make up pamphlets and give them out to all you guys in the bars" . I do not have anything on my apparel to signify that I am a gay man. I take this as an insult that he was profiling. He finally gave in an let me on the bus".
464350	11/10/2014	36 TERESITA	DETROIT ST MONTEREY BLVD SAN FRANCISCO 94131	Patron states: "My son is sick and I am taking him to the doctors and I gave him \$1.50 to place in the fare box. Hes .75 (student fare) and I am disabled for .75. He gave my son one transfer to my son. I asked him for my transfer and he said I already gave it to your son. I had my wallet opened and the Operator seen my October pass and he said I was fine. I said no I paid for both my son and I and I need a transfer my pass expired in October. He then said find your seat maam and that was it. He refused to provide a transfer that I could use on the next buses we needed to board."
464369	11/10/2014	38 GEARY	OFARRELL ST TAYLOR ST SAN FRANCISCO 94102	ADA Patron states, "Im in a wheelchair and the operator took off without taking me."
464370	11/10/2014	F MARKET & WHARVES	MARKET ST 8TH ST SAN FRANCISCO 94102	Patron stated" I was sitting at Market and 8th Street waiting for the F Line, he just rode right on pass me and did not say nothing anything and he was driving slow enough to stop".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464424	11/11/2014	J-N CHURCH/JU DAH	NA	Patron states: The N is doing a shuttle on weekends right now. I am on the J line, I was waiting at Church and Market for the J. I had to wait about 30 minutes which is really upsetting. During that time there were 3 N shuttles that passed while I have to wait. Also Church station is right there, so people who use any of those lines had plenty of ways to get around, but J riders have to rely on just the one train. It was really upsetting having to wait so long. And Im disabled so its really hard."
464430	11/11/2014	22 FILLMORE	NA	<p>The ADA Patron stated: "I was riding the bus and Im a disabled senior so I sat in the front area of the bus. A man pulled out a huge bag of marijuana and it looked like he was showing it off.</p> <p>I thought he was going to roll it on the bus. Her proceeded to start drinking alcohol on the bus. I moved up toward the front and I said to the driver "excuse me, the guy is sitting back there he has marijuana and now hes drinking beer".</p> <p>He jumped all over me for the man drinking alcohol and he said I was judging him. He embarassed me in front of everybody. There was a large african american male attack me and he let them do it.</p> <p>He was really ripping me up psychologically."</p>
464438	11/11/2014	49 VAN NESS/MISSI ON	MISSION ST EXCELSIOR AVE SAN FRANCISCO 94112	ADA patron stated that the guy didnt stop. I wave at him and scream and yell STOP (patron said he was in a wheelchair)
464456	11/12/2014	F MARKET & WHARVES	GOUGH AT MARKET	<p>Per caller: standing on the ramp with my cart/basket and the driver passed me up. Caller is stating she is handicapped.</p> <p>Caller doesnt have a phone - hearing in person please</p>
464463	11/12/2014	5 FULTON	MARKET STREET	Driver skipped both Market/6th Street and Market/5th Street stops, despite bell being rung. When I called out for him to stop, he told me that I had not rung the bell. I asked to be let off on a Muni Island at 5th Street, where the bus was stopped for a red light and he refused. I told him that I was handicapped and he still refused to let me off. I want to see disciplinary action and may also file ADA charges.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464525	11/13/2014	J-N CHURCH/JU DAH	N/A	The vehicle number is of the second car. I do not know the number of the first car. The driver did not announce the stops. The automatic announcement was not on. I called on the intercom to ask him/her to announce the stops since it was dark and folks could not see their stop. He/she did not announce. This occurs a lot. There is an ADA requirement that stops be announced, but the announcement does not only benefit the blind. All riders should know when their stop is coming up, or when the vehicle reaches the stop. Not only is it a LAW, it is something that a conscientious operator would do for any passenger when it is dark and street signs cannot be seen. Perhaps a lawsuit would encourage management to encourage operators to do their job.
464566	11/13/2014	5 FULTON	37TH AVE FULTON ST SAN FRANCISCO 94117	Patron states, "The shelter in front of the Golden Gate Park Senior Center at 6101 Fulton Street, San Francisco, CA 94121, phone , has been removed. The old folks have to wait 20 minutes in the rain. There is a shelter at 40th and Fulton that nobody uses. You can take the one at 40th and put it at 37th where the senior wait for the bus."
464702	11/15/2014	35 EUREKA	DIAMOND ST 24TH ST SAN FRANCISCO 94114	Patron states: I am with my client in a wheelchair and the driver pulled too far from the curb exiting the bus and he almost fell off of the ramp into the street. I asked the driver to pull closer and the driver gave me an attitude like it was my fault. He was just sitting there and not paying attention whether my client was safe or not.
464705	11/15/2014	36 TERESITA	FOREST HILL STATION	Patron states: "The 36 driver is coming too early. The point is he did his route too early. Hes been sitting here at Forest Hill station for 8 minutes on the opposite side, and it has another 10 minutes before he leaves. So we have to wait another half hour. They do that so that they have a long break, but its hurting us. Im a care giver. My mom is with a cane. We are both over 60, and its getting on my nerves."
464706	11/15/2014	19 POLK	15TH ST RHODE ISLAND ST SAN FRANCISCO 94103	patron stated, " I was waiting at the bus stop with 3 other people and the bus slowed down at the stop sign and then the driver saw it was me with my service animal and then she went right throught the stop sign, this is the third time that she has done this."
464717	11/15/2014	J-N CHURCH/JU DAH	SAN JOSE AVE RANDALL ST SAN FRANCISCO 94131	Patron states, "At 735pm the J Church bus 1401B, I was waiting at the ramp and Ive had drivers not see me so I put lights on my wheelchair, I put the lights on just for this purpose, and the driver saw me, and had I not moved my arm he wouldve ripped it off. The driver did not slow down at all. The driver passed me and kept going at full speed."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464729	11/16/2014	Defunct	SUTTER ST DIVISADERO ST SAN FRANCISCO 94115	Patron states: Bus driver was talking to the women across from him at front all the way to Union Square. He was engaged in constant conversation so much that he ran a red light at Sutter/Webster. There's a wheelchair passenger getting on board. Everyone moved to leave the aisle open for wheelchair entrance. This woman, whom driver was having constant conversation with, never moved her legs or stood up to let wheelchair move into the aisle! So the wheelchair passenger was having difficulty in moving into the disabled seating area. Driver still remaining in his seat, slightly turned and asked Can someone help her? This driver was NOT DOING HIS JOB! A male passenger who was helping the wheelchair passenger was having trouble in locating the level to put the disabled seat upright in order to position the wheelchair. Finally the wheelchair passenger got buckled and strapped in. This driver did not move a bit to help but stayed in his seat continued talking to this woman across from him! I thought Muni operators need to be in uniform. But this operator was in bright orange t-shirt and a black wool watchman hat! I thought Muni operators are required to help wheelchair passengers but he did nothing of that at all! This driver was COMPLETELY INATTENTIVE! Thank you
464739	11/16/2014	5 FULTON	MCALLISTER	While entering the bus, as the doors closed and we were stopped, an elderly man was at the door banging. I, and several others, shouted quite loudly, "Back door" and "wait." The driver intentionally sped off, pretending to ignore us and the elderly man only to stop 20 feet away at a red light from the stop.
464784	11/17/2014	38R GEARY RAPID	MAIN STREET	The driver of bus with licence plate 1116990 (Asian male) was turning left from Folsom Street into Main Street at 4:26pm on 11/17/2014 (today). The bus rear wheels mounted the kerb. As I am disabled I had difficulty moving out of the way and the bus narrowly missed running over my foot.
464898	11/19/2014	28 19TH AVENUE	DALY CITY BART	Patron states: "I was on a Samtrans bus I am a disabled person. There was a Muni bus in the Samtrans stop, so the Samtrans had to drop me off in the middle of the street. The Muni bus was honking his horn. I almost fell good thing I didn't. The driver of the Muni bus pulled up beside the Samtrans bus and yelled at him not to block him. He turned around and said fuck you bitch, you nigger. I am very offended, I am African American. Is this the kind of driver that Muni employs? I'm gonna put it on youtube.
464905	11/19/2014	14X MISSION EXPRESS	MISSION AND MAIN	The patron, "I was waiting at the 2nd stop for the OB 14L and saw the vehicle would be here in 4 minutes. So I walked to the terminal at Mission and Main, where there was a vehicle there, but no operator on it. After almost 5 minutes another vehicle was pulling up and I saw the operator of the vehicle sitting there and I said are you leaving? He said no and pointed to the other vehicle. This operator walked very slowly to his vehicle and I said you are late. He got very angry and said don't take this bus. I said it's my right to take your bus even if you're late. The operator said crazy and laughed. He is very rude. He closed the front door and everyone had to board from the middle door. Then I heard him complaining about me to someone on the phone - I wondered if he called the police. I feel very sad about this. I have very low vision and am nearly blind. His operator ID ends in 476 -I think it is 2476." Patron declined hearing.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
464966	11/20/2014	19 POLK	POLK AND OFARRELL	Vehicle 8702 Patron states "there is a lady standing at the bus stop with walker and the driver of both buses refused to pick up the handicapped. She has an appointment at General Hospital at 11:00, and now she is going to be late. They were not crowded."
464968	11/20/2014	23 MONTEREY	OAKDALE AND GRIFFITH	Patron states, "I am disabled, and the 23 is running late which is going to make late for my appointment. This line has been being late all week, and MUNI needs to do something about it." (Call was disconnected/dropped)
464975	11/20/2014	Not Specified	LOMBARD ST FILLMORE ST SAN FRANCISCO 94123	Patron states "The city needs to fix this newly installed bus shelter. Theres no where to sit cuz its leaking and the seats are all wet. The water is not coming in from the side, its coming in from the top. They city needs to follow up with all the new shelters installed. Its raining and theres no where to sit and Im disabled."
464984	11/20/2014	9 SAN BRUNO	7TH ST MARKET ST SAN FRANCISCO 94102	Patron states that she is disabled and on crutches and she was onboard a 9L and the driver told her to offboard and that there is a 9 right behind, and she went to get onto the 9 she waived on of her cruthces to get her attention because it did not appear that she was going to open the door.Then the driver Yelled at her "Get your F**king crutches out of my face closed the door and drive off.
465018	11/21/2014	35 EUREKA	CASTRO ST MARKET ST SAN FRANCISCO 94114	Patron stated that "as the patron was trying to get off the bus the driver did not give the patron enough time to get off the bus causing the patron to have the door close on the patron lower back". Patron stated that " patron will be seeking medical attention for this"
465058	11/21/2014	23 MONTEREY		Patron stated " The operator that is running bus number 8411 is always rude. They driver is not safe. They dont give people a chane to sit down. I have a disabiliy. I have a problem with my achilles heel. They take off before I could sit down. They do that to every eldery person that comes on. They take off and dont give them a chance to sit down. I dont know if they had a bad day or whats going on. Its not right to treat people like that."
465059	11/21/2014	Defunct	N/A	The driver did not wait for me to settle in. I had walker. I am deaf. I have cerebral palsy. He drove off and did not wait for me or help me. I fell. Actually, I got on the wrong bus. I wanted the 22, so I don't know if this was inbound or outbound.
465064	11/21/2014	48 QUINTARA/2 4TH STREET	24TH ST MISSION ST SAN FRANCISCO 94110	patron stated, "I was on the bus close to the front. A woman was outside waiting to board, she had her walker, she is deaf and she has CP. She was waiting for the driver to lower the ramp the lady was waving at him. The driver finally said to her, what do you want, she pointed to the ramp and he then finally lowered the ramp. It took him too long to figure out what she wanted and his tone of voice. this is not the first time that I have reported this. "
465065	11/21/2014	9 SAN BRUNO	MARKET AND 5TH	ADA patron states "I was at the bus stop and i was waving my hand and he just pulled off. I was at the bus stop when people were onboarding. I am in wheelchair."

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465066	11/21/2014	J-N CHURCH/JU DAH	IRVING	This driver has repeatedly been rude and offensive to passengers. Today she got on the loudspeaker to tell a customer that he did not appear disabled and that to use the disabled seating he needed to have his doctor fill out a form to be submitted for a medical ID card. This is discriminatory and no such card should be required if an individual claims a disability. She identified the passenger over the loudspeaker, violating his right to privacy. She held the train until he moved. My husband is an attorney who specializes in disability discrimination. Every time he hears her make allegations he notes that they are incorrect and not actually legal or enforceable. Her behavior has been and continues to be in violation of the ADA.
465085	11/21/2014	5 FULTON	NA	The ADA Patron Stated: "When I got on the bus he said "theres too many dogs". I said "excuse me, theres no limit to service dogs". Apparently theres some drug users in the back looking angrily saying that dog is a service dog."
465111	11/22/2014	28 19TH AVENUE	MARINA BLVD LAGUNA ST SAN FRANCISCO 94123	Patron states "I am standing here in the rain and 3 buses have passed me up in the last 30 minutes. I want the bus to stop and pick me up and I am disabled. I have a month long lung infections"
465141	11/23/2014	Not Specified	VAN NESS AVE MARKET ST SAN FRANCISCO 94103	patron states i came up from the station and i went to the entrance on the se corner of the intersection ifo bofa building and the gates were closed and the elevator was not operating and i had to cross to the other side ifo walgreens and no handicap access and no station agents in the stations, no one is here and there are still coming,
465177	11/23/2014	47 VAN NESS	11TH AND HARRISON	patron says " driver refused to kneel the bus for her to get on, another passenger assisted her with getting on with her bags. when it was time to get off at Van Ness and Eddy, the driver did the same thing and refused to kneel the bus for me. Again I was assisted by an passenger. he pointed his finger at me after i exited the bus"
465190	11/24/2014	NX N EXPRESS	JUDAH ST 48TH AVE SAN FRANCISCO 94122	Patron states, "I got on the NX from 48th and Judah, got off at Bush and Montgomery, I had forgotten, I didnt know it was the NX, I was trying to go to 7th and Irving. I had a place to be, I couldnt even get to them. Im not dressed like Im going to work. Im a citizen, Im a human being. This bus driver wouldnt let me get off. I had made a mistake. It thought it was the N Judah, she said, "Im sorry, I cant let you off the bus." Im disabled. There was a woman sitting in front of me, she was trying to intimidate me, she kept staring at me. Im African American, she was Asian. I felt she had something against me. She kept doing that. And then I asked her politely, can you please stop intimidating me. She tried to heighten her voice, she motioned her hand as if she was going to smack me. I said you dont have to pretend youre going to hit me. I dont have to sit there and take it. Its not fair, I have a disability, I have to be somewhere, now I cant be there, its not fair. I kept looking at the mirror so the bus driver could see me, the bus driver could obviously hear our conversation and she didnt do anything about it."
465204	11/24/2014	24 DIVISADERO	DIVISADERO ST OFARRELL ST SAN FRANCISCO 94115	Muni patron stated, "I was waiting with a few other people at the temporary stop at Divisadero and OFarrell and the bus didnt stop. It just drove on by. The bus wasnt full or anything. He didnt even slow down. I have a disability and now Im having to walk home."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465212	11/24/2014	37 CORBETT	MARKET AND CHURCH	Patron states: "I was rushing to try to make the bus. I knew I had enough time she was stuck behind another F. She opened the door, I asked her to lower it and she just said something like dont ask for any more. She mumbled it so I didnt get the words exact. I asked why she didnt lower the steps and she said I didnt hear you say anything like that. Dont be getting on my bus all mad, and then she threatened to kick me off. I am disabled, I just got my boot off on Saturday and I had two bags with me.
465216	11/24/2014	52 EXCELSIOR	DIAMOND HEIGHTS BLVD SAN FRANCISCO	Patron is requesting a Nextbus time reader installed at this bus stop.This is my 2nd request.Previous SR#3907849. I would like a call back from Muni regarding this request.
465223	11/24/2014	31 BALBOA	EDDY	I have a bad knee and use a roller. Still I arrived at the back door before the bus departed. It would not open. I made it to the front door while the bus was still stopped at the light and knocked on the door. The driver unnecessarily took off forcing me to walk to make my appointment. I see this treatment of customers repeatedly.
465236	11/24/2014	49 VAN NESS/MISSION	SUTTER ST VAN NESS AVE SAN FRANCISCO 94109	ADA Patron stated, that "I am Blind with a white cane. The 49 bus pulled over but way up into the bus zone. I had to use my cane to tap the side of the bus to find the front door. While Im tapping the bus, the driver closes the door and pull away. While I was tapping, I could hear passengers boarding the bus. This is a safety issue and I didnt feel safe."
465238	11/24/2014	49 VAN NESS/MISSION	VAN NESS AVE SUTTER ST SAN FRANCISCO 94109	patron stated, "There was a bus that came, I beive it was a #49 I was in front of the shelter with my wife we had our white canes, we are blind, and the bus came and did not stop like they should, he had actually passed us, we had to find where the door is, when we found where the door was, the driver had closed the door and the driver had started to leave. "
465243	11/25/2014	38 GEARY	GEARY BLVD 12TH AVE SAN FRANCISCO 94118	patron states at 138a an inbound 38 a single hybrid bus he arrived at 12th and geary im sitting in the shelter sillouted by the ads he can see me because im in a wheelchair and i hear the bus and see hes not going to stop but he stops at the light and i motion at him and he sees me but when the light turns green he drives away, im not dressed like a homeless person im wearing decent clothes, im in a wheelchair im motionless and now its going to be a half hour before the next bus arrives, im a vetran in a wheelchair for 6months, here temporarily. i usually call in compliments and not complaints,
465250	11/25/2014	27 BRYANT	5TH ST HOWARD ST SAN FRANCISCO 94103	Intended patron states, "When the operator stops at the stop, he needs to wait for people to come up. Im handicap, Im walking with a cane. Those of us who is limited, its wrong for him to take off."
465275	11/25/2014	29 SUNSET	INGERSON AVE GRIFFITH ST SAN FRANCISCO 94124	Patron stated: Sitting at 15115 stop at Griffith and Ingerson, I was passed up by the 29 Asian driver and i did not get any other info. I am the only one at the bus stop. Driver turned around and look at me because I screamed at the bus and he just kept on going to the next bus stop going down and I see him stopped there. I am disabled.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465281	11/25/2014	45 UNION/STOCKTON	KEARNEY STREET	I WAS A PASSENGER ON THE BUS. The Bus stopped to pick up passengers at Kearney and Market. Several passengers entered through the rear door. As driver shut the door, an older woman placed her cane through the rubber trim to hold it open and it was stuck there. She was unable to get on the bus prior to it pulling away and she was holding on to the cane from the outside of the bus. Everyone on the bus shouted at the driver to stop...He responded, "Im not stopping". I yelled in English that the womans cane was stuck and she was going to be dragged. He then stopped the bus, angrily got out through the front door...walked to the back door, pulled the cane out, threw it at the woman, did not let her get on the bus, returned to his seat through the front door and drove away. I exited the bus at Stockton and Sutter Street.
465300	11/25/2014	38 GEARY	PINE ST WEBSTER ST SAN FRANCISCO 94115	I am in a manual wheelchair and I was being let off at the Transbay Terminal. The driver overshot the ramp and was trying to let me out in traffic and I told her that I can get hit and this is not safe, I asked to back uop, and she refused. Instead she drove a half bock up and let me off tehre in the dark where there were people in a sleeping bag. I just want MUNI management to notify their drivers to mind the stops when letting their passengers off and not to put us in danger."
465301	11/25/2014	47 VAN NESS	VAN NESS AVE NORTH POINT ST SAN FRANCISCO 94123	Patron stated "I was sitting in the shelter. I wear a brace on my leg and have a cane. The bus came around the corner, stopped to let someone off, then started to drive away. I waived my cane and the driver still drove past the stop, leaving me here."
465310	11/26/2014	14 MISSION	STEUART ST MARKET ST SAN FRANCISCO 94111	Patron states every morning I take this bus.I pull the cord to announce my stop.I tell the driver Im getting off.I am ADA by the way so I do the best I can.The driver does not want to stop there.I guess they want to get closed to the bathroom whatever.I get up I told him "This is my Stop".The driver wants to debate with me saying this is not a stop.I told him this is a stop.I had to walk back two block back to my stop.The driver refused to stop.He continued driving and would not stop and is debating with me.He has some type of a issue.I have my own issues and dont have time to debate if that is a stop or not.Just stop the bus and let me off.
465358	11/26/2014	14X MISSION EXPRESS	SILVER AVE MISSION ST SAN FRANCISCO 94112	Patron stated"He open the door he let people out and he told the rest of us to go to the door in the back and I said Sir, I cannot board on the back Im disable and I showed him my cane and he said take the bus behind but it was not 14L it was a regular bus".
465383	11/27/2014	36 TERESITA	WOODSIDE AVE HERNANDEZ AVE SAN FRANCISCO 94127	ADA patron states " The stop at Woodside and Hernzndez for the outbound 36, 44, and 52 has too many bushes near it and its hard to use wheelchairs at because of it. It would be better if the stop was moved across the intersection."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465388	11/28/2014	J-N CHURCH/JU DAH	POWELL STREET STATION	Muni patron stated: "This is a multi-level complaint. First, I called 311 and I was given misinformation of the last J going outbound from the Powell Street Station. I walked into the Powell Station, initially, at about 12:39 a.m., the first announcement I heard was that the train was in the station, the time I walked down the first set of stairs into the platform, I looked at the sign the red moving marquee which said that next J would be in 23 minutes and 24 minutes. That was line with what 311 said at first. So, I figured that somethings wrong so I walked down to the other end of the station and I am a person with a handicap clipper pass, and see if the there is someone at the station that I can ask. So it took me approximately 8 to 10 minutes to the other end at about 12:47 a.m.. As I was walking to the other end, there was another announcement that the Last J is in 10 minutes. So how could be two last J going outbound? I got four pieces of conflicting information and which was correct. So, I figured that something wasnt right. So, I walked over and asked the station agent who said the last J just left. I said to her that the sign isnt right and she was having an attitude and said to me that theres nothing she can about the sign. I said to her that as an employee, someone who works down at the station, that she has some influence on the sign. The station agent started screaming at me and was very rude and said to me that I am here every night and why I even bother asking her. As an information person at the station, she was not informative, was not polite, and not proactive. I dont needed to be screamed at, insulted at, and abused by your worker. I told the woman that excuse me that I havent taken a night train for a year to a year and a half, and i just got back to the city from New York 2 days ago. I told the agent that she was mistanken. First, her attitude is wrong and that she needed to start treating me like a human b eing, I told her there is no need for her to yell at me or scream at me, she said that she wasnt screaming at me and at this time her voice/volume was half of what the volume was earlier, and she was using the same speaker. She said that it is because of the speaker that shes speaking through. I asked her to give her ID which she refused. I wanted the worker (station agent) to be reprimanded. Another point I wanted to make is that as I was first walking into station, there was a young man who was sitting on the steps in the middle of the walk way, and there were other homeless people sleeping on the floor, I am not one of those homeless, I am a San Francisco resident, I speak well and dress well. For one, she is there to serve and she needed to do her job and perform it to the level that I deserve. The left hand does not know what the right hand is doing, 311
465399	11/28/2014	14 MISSION	8TH ST MISSION ST SAN FRANCISCO 94103	ADA Patron states "I boarded the bus at 9th and mission. I was told by the driver to go sit down as he was leaving. I had gotten up to pay the bus fare as I realized I forgot my transfer at my girlfriends house. At 8th street, POP officers boarded the bus. At the time I was sitting down, an African -American woman was allowed to pay after the POP officers boarded but I couldnt because I had to sit down, I felt singled out because I am ADA. Why did the operator let the other African American passenger pay to avoid the pop ticket? I did not have that option. I think the operator treated me unfairly
465418	11/29/2014	F MARKET & WHARVES	MARKET & GURRERRO	patron stated that "patron had a 3 in 1 handtruck that the patron uses as a walker in walking and went to get on the train from the handicap ramp and the driver was very arrogant and rude and said to the patron that is to big and then the driver slammed the door on the patron and took off".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465432	11/29/2014	52 EXCELSIOR	5157 DIAMOND HEIGHTS	PATRON STATES THE BUS STOPPED, PATRON STATES THE BUS PULLED OVER AND HE THOUGHT THE BUS WAS GOING TO PULL THE DOWN THE LIFT, THE BUS THEN LEFT WITHOUT PICKING UP PATRON, PATRON IS IN A WHEELCHAIR.
465470	12/1/2014	5 FULTON	MCALLISTER ST LARKIN ST SAN FRANCISCO 94102	patron states " I was waiting at the bus stop, 2 buss pass by without stopping . this happen last week Monday , Tuesday , Wednesday and Friday at the same times. I am disable with cane. "
465494	12/1/2014	14 MISSION	MISSION ST 10TH ST SAN FRANCISCO 94103	Patron states, "I couldnt get her bus number, it was about 3:15, 3:20. Me and my client were getting on the bus on the 14, by Firestone Tires, and she got on the bus, we were going to our stop on 5th and Mission, my client is in a wheelchair, so when she pulled off i ended up in a situation where I could be hurt bad, and Im in my nurse uniform, I tried to get the number but she drove off too fast. I could have hurt myself really bad. My back and thigh is hurting. She didnt even wait to see if anybody is secure or nothing. It was crazy. Im at work right now. My client is in a wheelchair. She switched off with the other driver by Firestone Tires.
465500	12/1/2014	NX N EXPRESS	JUDAH ST 23RD AVE SAN FRANCISCO 94122	Patron stated "I was waiting for the bus it came and pulled up to the curb and told me that the wheel chair lift didnt work and drove off. It could of work because he could have done it maunally but he didnt give me a chance to ask and just drove off."
465508	12/1/2014	52 EXCELSIOR	BOSWORTH ST AND DIAMOND ST	ADA patron stated,"The 52 inbound is now turning at Arlington and Bosworth and that leaves passengers a long walk uphill and very hard on anybody who is at all disabled."
465511	12/1/2014	F MARKET & WHARVES	FERRY TERMINAL	The ADA Patron Stated: "I was standing there, the trolley car came up. I had two bags and a small shoulder strap bag i put one bag on the floor of the train and he closed the doors and drove off. 1. I hadnt cleared the doors and 2. there was one other on the streetcar having a good time. I chased the streetcar for 3 blocks. One person left the bag on the street because they saw me running. The operator looked back at me very strange, but I knew he heard me. I think he did this intentionally. Im a disabled person and Ive been traveling for 12 hours. Dark Green/Yellow."
465518	12/1/2014	45 UNION/STOCKTON	COLUMBUS AVE TAYLOR ST SAN FRANCISCO 94133	patron stated, "The bus came to the stop and I asked the driver to lower the steps, I have a knee brace. the driver lowered the steps and then he asked me "I dont know why you asked me to do that because the second step is higher on the lift and you could step up on that just fine." and I asked the driver if he is the one getting kneee surgery and the driver asked for my bus pass and then he asked again why I hadnt answered his question. I thought he was really rude & insensitive. When I got off the bus I apologized to the driver and I said to the driver, I mean no disrespect and that was really innapropriate and the driver said you still didnt answer my question."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465595	12/3/2014	POWELL/MASON CABLE CAR	MASON ST AND GREEN ST	Patron states I was standing where the Cable Car stops.I was not in the shelter because they will not see me,the cars are blocking it.If you dont stand in the street they wont see you and will pass you.This has happen to me before.I was standing in the street with my hand out and they drove by.They were pointing to the shelter.If I stand there they dont stop.Because its raining I would love to sit in the shelter,but they cant see me its blocked by the parked cars.I had to take the cable car back the other way to take the 45 Union bus.I am disabled and can not walk the street hills.The cable car driver made rude comments.I am on my way to a doctors appointment.If I miss the cable car I will miss my appointment.It is easier to walk up the hill than down.I live here on this street is not like I am a tourist or just riding for fun.
465597	12/3/2014	J-N CHURCH/JU DAH	19TH AVENUE	There was yet another additional massive service delay this morning to add on to MUNI's extensive record of massive service delays that occur almost daily on the N Judah line. Hundreds of MUNI passengers were forced to stand in freezing cold rain for over half an hour this morning as a series of almost a dozen empty outbound trains made their way down the N Judah line while absolutely ZERO inbound trains arrived for over half an hour. When the train finally did arrive, the train was marked "J Balboa Park" and was so crowded that half of the passengers were not able to board the train. The driver of the vehicle (vehicle #1417) also committed an act of gross negligence by continuing into the downtown tunnel despite being marked "J Balboa Park" which resulted in over 50 passengers disembarking from the train thinking it was going to turn right at church & duboce instead of proceeding into the tunnel. Furthermore, the operator of vehicle 1417 refused to allow said passengers to re-board the vehicle upon realizing that the J was not actually a J, including an elderly woman in a wheelchair who had been waiting on the boarding ramp for disabled persons at the downtown tunnel entrance. The operator of vehicle 1417 also lied to passengers claiming there was another train 4 minutes behind her. The train behind her did not arrive until almost half an hour later, and was so crowded that half of the passengers waiting at the stop were unable to board. I attempted to report this incident to the MUNI personnel at the MUNI kiosk at the downtown tunnel entrance, but the MUNI employee manning the kiosk shrugged his shoulders and acted as if he couldnt understand English. This sort of blatant incompetence and utter disrespect of MUNI passengers has been happening daily for the last several consecutive years, and MUNI has done absolutely nothing to address these ongoing problems despite receiving a massive volume of complaints about them from their customers for several years.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465598	12/3/2014	J-N CHURCH/JU DAH	CHURCH	At approximately 10:30 AM this morning (2014-12-02) I was on train # 1417 heading inbound on the N Judah line at Church & Duboce. The train was marked "J Balboa Park", so I got off the train assuming it would turn right at church & duboce instead of entering the downtown tunnel. Instead, the train continued into the tunnel despite being marked as a "J". When I tried to board the train again at the disabled boarding ramp before it entered the tunnel, the train refused to stop to allow me and an elderly woman in a wheelchair that was also waiting there onto the train. As a result, both I, the elderly lady and over 50 other passengers who disembarked from the train believing it to be a J were forced to stand in the freezing cold rain for an additional approximate half hour before another inbound train arrived. I attempted to report the incident to the MUNI personnel at the MUNI kiosk at the tunnel entrance, but the MUNI employee manning the kiosk acted as if he did not speak any English and shrugged his shoulders at me. This is incompetence of a higher order
465599	12/3/2014	J-N CHURCH/JU DAH	CHURCH	At approximately 10:30 AM this morning (2014-12-02) I was on train # 1417 heading inbound on the N Judah line at Church & Duboce. The train was marked "J Balboa Park", so I got off the train assuming it would turn right at church & duboce instead of entering the downtown tunnel. Instead, the train continued into the tunnel despite being marked as a "J". When I tried to board the train again at the disabled boarding ramp before it entered the tunnel, the train refused to stop to allow me and an elderly woman in a wheelchair that was also waiting there onto the train. As a result, both I, the elderly lady and over 50 other passengers who disembarked from the train believing it to be a J were forced to stand in the freezing cold rain for an additional approximate half hour before another inbound train arrived. I attempted to report the incident to the MUNI personnel at the MUNI kiosk at the tunnel entrance, but the MUNI employee manning the kiosk acted as if he did not speak any English and shrugged his shoulders at me. This is incompetence of a higher order
465619	12/3/2014	14 MISSION	11TH ST MISSION ST SAN FRANCISCO 94103	ADA muni patron states, "He did not open the door and I had to catch the other bus behind it. His bus was not that full, it was empty. He stopped at the bus stop, there was still a red light. I hit the door with my cane while the light was still red, he waited for the green light and took off."
465625	12/3/2014	7 HAIGHT/NOR IEGA	MARKET ST 7TH ST SAN FRANCISCO 94102	ADA muni patron states, "Since they changed the driver, he doesnt come to 1145 Market street on time anymore. We have to wait 15 to 20 minutes for the next bus. When we get to the terminal we miss our connecting bus. I have a cane, I had to stand and it was raining very hard."
465632	12/3/2014	K-T-L-M-S (Misc Unsorted)	19TH AVE RANDOLPH ST SAN FRANCISCO 94132	Muni patron stated, "I was at the front of the bus next to the driver and I see a cane or a crutch. I had my crutch in my right arm and my groceries in my left arm. Next to me there was a lady with a baby in a stroller. I asked the driver if she could open the door for us because it didnt open, and she told us that it was the passengers responsibility to press and hold down on the bar. The light indicated that a stop had been requested and there were other people exiting from the rear of the bus, but the door in the front of the bus was not open."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465633	12/3/2014	14X MISSION EXPRESS	24TH ST MISSION ST SAN FRANCISCO 94110	ADA Patron States, "I have a cane and I trying to get on the front of the bus. I asked the driver lower the steps and he refused! He told me You wanna get on or not? I was forced to climb the stairs. I have a bad knee and walk with a cane."
465677	12/4/2014	K-T-L-M-S (Misc Unsorted)	CIVIC CENTER MUNI STATION	patron says " im in a wheel chair and the driver didnt tell me that the elevator was not working, the station agent said that it should have been a sign posted. i advised the agent that i was going to powell street and the agent didnt say anything about elevators or offered to check. when i got to powell street there was a sign of the elevator being out. the agent should have at least asked where i was going and check to see which station had no service, the agent just let me go. it took me over 1 hour to get home-ADA"
465681	12/4/2014	9 SAN BRUNO	24TH ST POTRERO AVE SAN FRANCISCO 94110	Patron stated: I was boarding the bus, i have a big shopping bag with me. And while other people got on with bags when it came my turn, the female employee stopped me and told me...no cans. Ironically what i had on the bag was plastic bottles. When i asked her since when, she said those were the rules. When I ask her what is the rule number, she said 311. I told her that is the number to call and that is not the rule#. So give me the rule and she just kept on saying 311. I asked her repeatedly to identify herself, she refused. With that the male Muni employee, You are not getting on this bus. And ask him what is the rule number. And he said you heard her 311. I asked him to identify himself, he refused. I am a senior and I have aids, so to some people I look like death want over and I am uphold that Muni permits this discrimantion against aids patients and I therefore demand not to be confused with request. I demand a hearing be held on this two individuals who refused to identify themselves be so advised that they are in violation of law. I am not out to lunch, crazy or anything of the sort. I am a SF resident for approximately 50 years. I will be damned in hell before I permit this non sense to go unchecked. The entire incident was recorded. I had the recorded in my hand and they both saw the tape recorder but they continue to be militant and arrogant. I had taken the 33 bus on 18th street, got off on 24th street. After the incident occured, I noted a muni personnel, apparently he is the relief for the next 9 bus. He witnessed the whole thing and I spoke to him about it he said that was not right. When the bus came I got on his bus. Now the bus driver on 33 (took it to catch the 9 bus) was Asian. I am Porturican. The muni driver that i saw on the sidewalk, Spanic. It was mentioned so there will be no question about racist.
465702	12/4/2014	45 UNION/STOC KTON	5TH BETWEEN HARRISON AND BRYANT	The ADA Patron Stated: "The bus stopped, I was trying to get up on the bus. He closed the door and my foot was caught in the door. I hollered at him that my foot was caught in the door. He opened the door, I came on the bus, paid my fare and I called 311."
465749	12/5/2014	19 POLK	HYDE ST MCALLISTER ST SAN FRANCISCO 94102	Patron states: Yes, I want Muni to call me on this complaint. I am with a walker and waiting for outbound #19 at Hyde/@McAllister. It happened about 5 mins ago from 5:42pm. I asked to put down the lift, operator just shut door and took off! THIS IS NOT OK!

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465812	12/7/2014	38 GEARY	GEARY BLVD FILLMORE ST SAN FRANCISCO 94115	Patron said, "I am 68 and walk with a walker and a oxygen tank. I got off a 38 bus to get on another 38 bus that went to Fort Miley. The driver of the next 38 bus just slammed the door on me, drove away and did not pick me up."
465827	12/7/2014	14 MISSION	STEUART ST MISSION ST SAN FRANCISCO 94105	ADA patron states,"She said her lift does not work but it does. Same old story all the time, same driver same line. Coming or going she tells me the same story. She keeps doing it over and over."
465829	12/7/2014	5 FULTON	FULTON/DIVISADE RO OR MASONIC	The patron states: A man got on the bus with a bicycle on the front. A man in the disabled section that owned the bike did not answer the driver when he began questioning who the owner was. The driver began hitting the side of the bus near the person who owned the bike. Another patron stated: The man is deaf. The driver then got his attention and pointed out that the securement needed to be closed. The driver then continued to harass the patron after he got back on. This was unprofessional and I was with my child who did not need to hear this altercation. The driver was using curse words and nagging the deaf patron in front of children.
465861	12/8/2014	14 MISSION	7TH ST MISSION ST SAN FRANCISCO 94103	Muni patron stated, "Im waiting for the bus and he pulls up to the shelter, he saw us (me and another person in a wheelchair) he lets people on the bus and then takes off and does not let us on the bus."
465862	12/8/2014	21 HAYES	POWELL ST MARKET ST SAN FRANCISCO 94102	ADA patron stated, "I ran and I cant run because Im physically challenged. I banged on the door for him to open it and he refused. He had to wait for the light to change so there was no reason for him to refuse me to get on the bus."
465867	12/8/2014	49 VAN NESS/MISSION	26TH AND MISSION	Caller states that he passed me up . I am on a scooter with packages and he kept going.
465899	12/9/2014	7 HAIGHT/NOR IEGA	HAIGHT ST BUCHANAN ST SAN FRANCISCO 94102	The patron stated, "I was getting on the vehicle and showed the operator my renewal form for my RTC card and she said that that wasnt valid for payment. I paid my \$.75 but she refused to give me a transfer. All the other operators I just show the form to and they let me board." Caller declined ADA hearing.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465905	12/9/2014	Not Specified	MONTGOMERY STATION	<p>Patron stated: As I was walking up the stairs from Muni line, there was morbidly obese POP office who was apparently ticketing someone, I said to him that he was in a terrible spot, blocking the stairwell, it is rush hour and that he has to move to the side. I informed him that I am disabled veteran that he cannot block everyones path, he then basically threatened and told me that I should move along or I would regret it. As I preceeded the exit, a very short man, a POP officer stepped in front of me, and he said to me show your proof of payment, I gave him my clipper card which is fully loaded and he preceed to demand my id. I asked him why, i gave him a valid proof of payment. His words was then into effect of, if I dont shut up that I would go to jail. I demanded my clipper card back, he then demanded my id, I told him that he had my valid proof of payment. I complied to his request to produce proof of payment and that I wanted my card back. He then used profanity and told me good luck getting my card back. And he preeced to tell me that he will call 911. I ask him for his badge number, he turned his back to me and told me he will call 911 in 5 seconds if I did not move along. I want to talk to a supervisor and need my clipper card today.</p>
465906	12/9/2014	94 K/L/N OWL	MONTGOMERY MUNI STATION	<p>December 9, 2014.</p> <p>Upon walking up the stairs from the inbound M-line, on the western side, there was a POP SFMTA employee blocking the stairs with a citizen he appeared to have stopped. He was a morbidly obese male, approximately 5-11" black hair, slovenly in appearance, disheveled and appeared of Asian or Hispanic descent. I informed the employee that as it was rush hour, he was in a terrible location, he was creating a hazard and added that he should move to the side so as to not block ingress and egress.</p> <p>He words in reply to my observations were unprofessional at best. He in no uncertain terms warned me that if I shut-up and mind my own business, Id be sorry. I exercised my first amendment right and replied and proceed, in part, to tell him that I was disabled veteran (United States Marine Corps) and that he was blocking everyones pathway. As I then attempted to exit the turn style (closest to Specialties side), another POP SMFTA man aggressively interfered with my pathway. He was very short, 5-4" male, black hair and balding and much thinner than his obese counterpart. He demanded to see my proof of payment. I replied that it was fine, I then proceeded to stop, placed my hand into my suit pocket and gave him my Clipper Card (which was fully loaded for the Month of December -I have the proof of payment on my credit card). Upon seeing the Card was fine, he demanded my ID. I asked why and requested my valid Clipper Card back. He replied words to the effect that I was asking to many questions and that I need to shut up and give him my ID. I again asked for my Card back as it was valid and proof of payment had been confirmed. He refused and again demanded my ID. I asked for his badge number and he did not respond and turned away from me. He then warned me he would further retaliate by calling 911 and have me arrested if I did not leave immediately.</p> <p>The whole incident is on video.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
465909	12/9/2014	F MARKET & WHARVES	MARKET ST 17TH ST SAN FRANCISCO 94114	<p>caller states that I am disabled and I was waiting with 6 other people and we asked the driver to let us on. He shook his head and said no behind closed doors. This happened once before at Market and Church about 10 days ago. I think this is a pattern.</p> <p>Ive been on the bus before previously times and he would mutter anti gay slurs</p>
465935	12/9/2014	12 FOLSOM/PACIFIC	PACIFIC	<p>Is it usual practice to decline disabled passengers transport when allowing able-bodied to board?</p> <p>I ask because an 88 year-old gentleman with a walking stick and myself on crutches were denied boarding this morning because the bus "was full". All able-bodied people at the bus-stop were allowed to board, however. (And I have seen the bus more full in the past.)</p> <p>The WWII veteran and myself were the first two to arrive and queue at the bus stop so it was not that we were the last to arrive and then the bus was full.</p>
465968	12/10/2014	38 GEARY	GEARY BLVD 6TH AVE SAN FRANCISCO 94118	<p>The ADA Patron States: Yesterday, I was on the 38. I boarded and requested that the ADA seats be cleared to the patrons in that section. A person that was dressed in Muni uniform that was standing in the aisle behind the row ADA seats, The Muni employee interrupted me stated: If there are other seats available I cannot ask for ADA seats to be cleared. Due to certian pain that I have, the ADA seats are the most comfortable due to my disability. The Muni employee would not request that the seat be cleared stating that I had to go to the rear ADA seats. I believe he was flirting with a patron who herself stated that she was only on Muni because her car was broken. He states: It is official Muni policy that the ADA seats are not reserved if there are ADA seats available, I cannot request that any ADA seats be vacated. The patron states: I need to be close to door.</p>
465972	12/10/2014	Not Specified	PERSIA AVE LONDON ST SAN FRANCISCO 94112	<p>Sf driver, "I had the car door open, I have two crutches and both of my feet are bandaged up to my knees and I have on shorts so the bandages are easily seen. The bus is parked behind my car and I am attempting to get into my vehicle as quickly as possible. Im leaning on one crutch and the other crutch is leaning against the door, and then I noticed that the passengers have entered the bus. I felt that it was a unsafe situation and because of that, I waived at the driver to indicate that I needed a couple of seconds more to enter my vehicle. The driver signalled with the horn and she continued exiting and she got so close to me that I feared for my safety. She hit my crutch with the center to the extent of the rear of the bus. Im attempting to keep my balance with one crutch and I feared that I would end up under the tires of the bus."</p>
465979	12/10/2014	18 46TH AVENUE	655 JOHN MUIR DRIVE	<p>PATRON: THE DRIVER FLEW BY WITHOUT STOPPING. THERE WERE TWO OF US AT THE BUS STOP WAVING AT THE DRIVER AND HE COMPLETELY IGNORED US AND JUST FLEW BY.I AM EXPECTING A LETTER. I AM DISABLED.</p>
466023	12/11/2014	57 PARKMERCED	WEST PORTAL STATION	<p>patron says " asked the driver how long before he was leaving, the driver said 4 minutes. I advised him that i needed to go get my ticket and he took off right after i walked away. the station agent tried to wave him down, but he just kept going. ADA"</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466077	12/12/2014	38 GEARY	LARKIN AND OFARRELL	Patron:"The bus number started with 48 or 49, and I think it ended with a 9. Basically it was about an inappropriate conversation between the driver and another passenger about a passenger: In the handicap seating there appeared to be a passenger who was homeless. There was an interchange between another passenger and the seated passenger. The standing passenger moved towards the driver and he asked if she was ok. The driver said in Spanish, the she stinks and she smells like bedbugs. The driver and another passenger were speaking this in Spanish. I basically told the driver that they should have more compassion for people with mental health conditions and for him to be careful about speaking Spanish because you never know who speaks Spanish. I feel like other passengers would have been offended.
466090	12/13/2014	14 MISSION	MISSION ST 23RD ST SAN FRANCISCO 94110	intending patron states i was sitting at the bus stop when he came and he started rolling past me so i called out to him and he stopped but it was by a bunch of parked cars and he waited only 30seconds and took off while i was rolling up to the bus im in a wheelchair and he didnt even bother to wait
466115	12/13/2014	44 O'SHAUGHN ESSY	SILVER AVE ALEMANY BLVD SAN FRANCISCO 94112	Patron states: I have an injured left knee, when my bus arrived I waved for the driver to stop. There are 2 buses that stop there and I waved at the one I wanted, the 44. When I did that he stopped 15ft away from me and I had to limp to get to the door to get on. I think it was obvious I was impaired and I had ask the operator to drop the platform and he looked at me surprised when I asked. He looked confused and he just shrugged then I said "Im going to report you. What is your operator #?" and then in a threatening manner he pulled his jacket and thrust his shoulder at me with the number on the shirt. I told him, "Im going to call to report what happened." He said, "I dont care, I could use the overtime." A supervisor should speak to him he needs some retraining with injured patrons
466126	12/13/2014	14 MISSION	16TH ST MISSION ST SAN FRANCISCO 94110	patron stated, "At 2:52pm I was waiting for the bus with packages in my hands and my service animal and the bus pulled up rapidly and beyond where I was standing, I approached with rear door which was open and I yelled that I needed the front door So I could have the steps lowered, the driver didn;t open the door and the driver waited for me to go to the front and the driver looked at me and said you can take the bus behind me." I definitively believe that this was racially motivated of the bus driver. I did get the bus behind that was a #49. The bus stopped at 13th and Mission and then saw an African American female with a baby carriage, he kept the #49 and other vehicles sitting in an intersection and at first tried the lift to bring the 3 wheeled oversized baby carriage but because of the nature of the concrete platform he was unsuccessful to the bring the carriage to get on. So unhurried, the driver got out of the bus and he stepped down and he helped the lady and carriage onto the bus."
466136	12/14/2014	14 MISSION	MISSION ST 30TH ST SAN FRANCISCO 94110	Patron states "The bus was at the stop and so was I, the driver would not open her door. This is bad business and the drivers are getting out of control. These drivers are rude and just take off, like were invisible. She didnt open the doors at all, she just stopped at the stop & didnt open the doors."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466193	12/15/2014	45 UNION/STOCKTON	MASON AND GEARY	<p>Patron stated: "This bus arrived at the CalTrain station at 1:50 PM. I boarded the bus at Union Square, Mason and Geary. I have a walker, and I am in a wheelchair. I also had luggage because I traveled from Los Angeles to Seattle, then to SF and I was going down to the Stanford Medical Center. The operator did not want to pick me up. He said Is that all yours, how are you going to get this all up here? Another lady said that she would help me and she did. He then said This is a crowded bus, you have no business being on this bus. You are making all these passengers late. He said this in front of everyone. He did not make any effort to secure my wheelchair, and he did not make room for my walker and wheelchair. When I got off the bus, he continued to make snide remarks about how I was going to get off the bus. Another patron helped me with my items. I did tell him that I was sorry that I was in a wheelchair, but he wouldnt let it drop, just kept making remarks. I have traveled from Los Angeles to Seattle, he was the only operator who made remarks. He needs to be reprimanded for his attitude. None of the questions he asked were honest questions, they were all snide remarks. He gave me a hard time about it being a crowded bus, and he made it sound like I was trying to run over this elderly gentlemans feet. He tried to say that he couldnt push my walker out of the way, but my walker is on wheels, and none of the other drivers had a problem with this. He also wanted to know why a previous driver had not picked me up (I had just missed that bus)."</p>
466198	12/15/2014	7 HAIGHT/NORIEGA	7TH STREET & MARKET	<p>Patron states, "This guy has know me for a while, he knows I have a monthly disabled pass. He made me lay everything down and pull it out of my wallet while other passengers are trying to get on in the rain. Theres numerous people on Treasure Island who hate getting on the bus with him. Ive been getting monthly passes for about 2 years now, I dont know if hes trying to be president or what - it is his attitude. Any other driver - they see the green - they know its this months bus pass. Ive never had any problems with any other drivers. Ive been witness to him being mean to other people too. 9 times out of 10 its the white people. Im not prejudiced or anything."</p>
466200	12/15/2014	9 SAN BRUNO	4TH AND MARKET	<p>The patron stated, "I got on an 9 and I am disabled, with a walker, and I said I needed people to move so I could sit down. The operator kept saying what about it? The operator acknowledged my walker by looking at me but, he did not try to accommodate me by asking people to move. No one moved and the operator didnt ask for anyone to move. I think this guy should be removed from driving a vehicle. Im waiting for another vehicle now. Disabled people come first -it says that on the vehicle -the operators need to abide by that." The patron is asking for a phone hearing.</p>
466209	12/15/2014	J-N CHURCH/JUNTAH	THE EMBARCADERO BRANNAN ST SAN FRANCISCO 94107	<p>ADA patron states,"1523 I got stuck in the door and I am pressing the button and he would not stop the train. My skateboard and arm were stuck in the door. I hurt my arm, hand, and leg. My \$300 skateboard is broken. The other driver at embarcadero going the opposite way has come over and assist me, he said he is calling an inspector. Im telling the operator that you hurt me and broke my board and all he was telling me is you have to move out the door, he can not hold up the train. I was pressing and pressing the call button and he never answered. He has no concern for the pedestrians on the train he did not ask me okay."</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466257	12/16/2014	29 SUNSET	SAN BRUNO AND DWIGHT	<p>The ADA Patron Stated: "Im on the bus at Griffith and Gilman. When we get to third, we stop. When we stopped at third he passed up a lot of passengers waiting for the 29. When we get to bayshore he stoppped, if anybody wants to get off on san bruno you have to get off now because im not stopping on San Bruno. I got off and had to walk a block to Bayshore because of him.</p> <p>There was one white kid that wanted to get on the bus and he told him not to get on the bus."</p>
466258	12/16/2014	1 CALIFORNIA	CALIFORNIA ST AND PIERCE ST	<p>Muni patron stated, "I was waiting for the bus, I got there at 5 minutes to 12. I saw the bus coming and he didnt stop. I thought maybe I was standing at the wrong stop. I checked to make sure that I was at the right stop, and I was. I tried to wave him down, but he just kept going. Normally I wouldnt complain, but I just finished a Chemo treatment and Im not feeling well and that wasnt right from him not to stop for me. I ended up walking to Divisadero St where I just missed another bus."</p>
466261	12/16/2014	19 POLK	7TH ST HARRISON ST SAN FRANCISCO 94103	<p>Patron states "There were 3 passengers waiting for the bus, he saw us and speed up passed us and stopped at the next stop and picked up 5 passengers."</p>
466280	12/16/2014	Defunct	PINE	<p>Wouldnt let anyone board front of bus; would only let people board the back. Three of us waited easily 30 minutes for this bus, and I knocked on front door showing my cane where I can only board through the front where bus needs to kneel. This asian male muni staff would not allow the driver to open the front door, which meant we had to wait for the next 1AX bus to arrive.</p>
466306	12/16/2014	K-T-L-M-S (Misc Unsorted)	POWELL	<p>Waited over 30 minutes for train. Please explain what performance criteria is for this line.</p>
466319	12/17/2014	45 UNION/STOCKTON	TOWNSEND ST 4TH ST SAN FRANCISCO 94107	<p>Patron stated: Driver did not take me at first and later he opens up the door to take other passengers. Dontknow why he shut the door and does not want to take me.</p>
466345	12/17/2014	7 HAIGHT/NORIEGA	MARKET ST 3RD ST SAN FRANCISCO 94108	<p>6148 or 6142 two possiibilities.</p> <p>Patron stated: This was either the 6148 or 6142 but these are just two possibilities...not sure of it. I am standing at the bus stop, i am handy cap waiving an umbrella and a cane, you cannot tell me that i was not seen. And he did not even tried to stop. The next bus that came along was the 5 Fulton bus and that did not stop. Right behind was another 5 and she did stop and she was very nice. There is a problem with Market & 3rd stop, this is not the 1st time ive complained and the driver seems to be able to pick and choose when they want to. Sometimes drivers are very nice but right now it is raining and Im handicap and I am really pissed.</p>

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466387	12/18/2014	7 HAIGHT/NOR IEGA	HAIGHT ST BUCHANAN ST SAN FRANCISCO 94102	Per caller: Boarded the bus and paid .75cent, she is handicapped. The driver demanded she show ID and when she refused and reminded him of the rules, he refused to give her a transfer. She requested a hearing.
466409	12/18/2014	F MARKET & WHARVES	MARKET ST 3RD ST SAN FRANCISCO 94108	Patron stated: A bunch of people got on and the bus was pretty crowded. So one woman got her backpack caught on the door. She asked the driver to please open the back door. (I dont see the driver could see the backpack was caught on the door). So he ignored the lady. So he started going to the next stop and she was stuck in the door. I alerted the driver that someone got stuck in the door and the driver said need to wait till we get to the next stop. And when we got to the next stop, he opened the door to let people off. The lady was ok. So then we continue on till we get to Embarcadero at the Ferry building. There were a lot of people exiting, and as I was going out the driver stuck outside and leaned out and started yelling at people wanting to get on the bus that he was going to leave them and I was going down. He was not patiend with people with disabilities at all. I have arthritis on my hip and my knees. There were a lot people getting off and he was threatening people for not getting off fast enough. That he will leave them. I tried to explain to him what was happening coz he could not see it back there. And he wished me in a very sarcastically tone... Merry Xmas.
466419	12/18/2014	K-T-L-M-S (Misc Unsorted)	CARROLL	Service said there would be a vehicle here at 4:25 and when that time came screen o. Platform said bus here in 20 min... Please confirm what normal service intervals are, as thisis unacceptable, no traffic, clear tracks/weather, yet train no shows
466441	12/18/2014	Defunct	MISSION ST 16TH ST SAN FRANCISCO 94110	ADA Patron states " I was boarding the bus at 16th and Mission there was someone in front of me. I got on the bus and he closed the doors on. I had two heavy packages... I said stop youre knocking me down.. He said "I aint trying to knock you down Im trying to help you.. This driver has done this before. He laughs, thinks its very funny.. He has done this to me before.. Closing the doors as I get on with someone in front of me. The driver ridicules me, mocks me, and humiliates me. IF you start to complain, he says he will call the police if you dont like it.. He also says do you need an ambulance. I was so upset I got up to get off the bus and took the bus behind.. This is now the third time he has done this to me.. Once before on the 33 and also the 22.. He knows what hes doing..This is a battery he is intentionally trying to knock me down. " " He proudly displays his ID on his sleeve so that I can see it perfectly.. He basically dares you to make a report. I ended up taking the bus behind him which was 547? not sure of the last number but it was a 33 going inbound around 8:05 pm."
466498	12/19/2014	12 FOLSOM/PA CIFIC	8TH ST FOLSOM ST SAN FRANCISCO 94103	Patron states: "I fell of the bus and I seriously injured myself, my shoulder and knee, I need to seek medical attention. All she did was offer for me to take a deep breath. I thought she would request medical treatment for me. I am disabled. Several other people asked if I was ok, but not her. I believe the number is 8370."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466520	12/22/2014	29 SUNSET	TARAVAL ST SUNSET BLVD SAN FRANCISCO 94116	Patron said, "Upon boarding the bus an asain elderly female in her 70-80s with a wheelchair got on. The bus driver offered no assistance in putting up the handicap seats. Passengers, at that point felling frustrated, I assisted, again with no help from the driver. I assured passerger that any and all safety mechanism were attached to her wheelchair and herself. Driver proceeded to get frustrated and said can we go yet with a very impatiant and inappropriate tone."
466523	12/22/2014	24 DIVISADERO	506 CASTRO ST SAN FRANCISCO 94114	Patron states when the 24 bus arrived at Castro & 18th St. immediately as soon as the door opened the driver waved her hand back & forth saying no recyling. I told her the recyling center closed early on Sundays and I am disabled, but she refused to let me board. I talk to Muni and they said it is up to Muni if they want to let a recyler on and she said "oh it is up to me?" Well Im not letting you on and she closed the door. I think the bus number was 2438.
466547	12/22/2014	38R GEARY RAPID	POWELL ST GEARY ST SAN FRANCISCO 94102	Muni patron states,"People are waiting for the bus at Powell and Geary, the bus didnt open the door and people ran to the door and he did not open. People were screaming at him to open the door and he said no the bus is full, but bus was not full it was half empty. There were at least 50 people waiting. 8 or 9 people ran. There was also wheelchair he refused. I asked could you please open the door and he said no, I told him I was going to complain and he said go ahead and complain I am not going to open the door. After one block he opened the door and took one guy in front of me that was from the same country as him. I was going to get in and he closed the door, that is when I said I was going to complain and he said go ahead I am never going to open the door."
466548	12/22/2014	38R GEARY RAPID	POWELL ST GEARY ST SAN FRANCISCO 94102	Patron said, "There area about 50 people at the stop. There was room on the bus but the driver would not let us on. I ran up to the bus and knocked on the door and the driver would not open the door to let you on. Other people ran up to the bus and also and knocked on the door. There was even a person in the wheelchair. How are people to transfer or communicate with the driver if they dont open the door? We even purchased a Clipper card."
466566	12/22/2014	9 SAN BRUNO	RIO VERDE AND GENEVA SAN FRANCISCO	ADA Patron states that "we got off from bus # 9 vehicle number 8721, in front of McDonalds. We got off the bus because the operator of the bus # 8721 said that he was going to the bathroom. This bus was behind the bus # 8721 and as soon as we got in the middle of the bus door, the operator took off. 3 of us are disabled."
466586	12/22/2014	12 FOLSOM/PA CIFIC	HARRISON ST 3RD ST SAN FRANCISCO 94107	ADA Patron stated, that "I am in a wheelchair and I have been waiting for a 12 since 4:30pm. All the buses that arrive refuse to let the ramp down. I was on the phone talking to 311 when the last bus pulled up. I said to him "You not gonna let the ramp down", he said to me "You are on the phone, I dont know what you are doing", I said to him "Yes, im on the phone talking to your company, it has nothing to do with you putting the ramp down". He pulled the ramp up and drove off."
466612	12/22/2014	31 BALBOA	N/A.	patron states, Im homeless and the driver of this bus made me pay full fare and I have a medi care card that I showed her, Im still waiting on my other card , and she accused me of my dog not being a service animal and she also made me sit in the back of the bus because she said that I have a bad body odor.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466614	12/22/2014	43 MASONIC	PRESIDIO AVE CALIFORNIA ST SAN FRANCISCO 94115	Patron stated, She boarded the 43 heading outbound at Presidio and California at approx. 9:32 am and the run number is 693. She had fallen asleep and she got off at 10:28 am. She is reporting a thief. She reporting this to an inspector star #335 unit# 1-T-67A. She had her tote bag taken, it was covered with plastic. Inside the bag there was a lot of food and paper work. She is very upset and she will provide more detail of the contents later. She is requesting a video pull. She wants to know who did this to her and she wants Muni to know this as well." (Note: Patron is Disabled and did not want to leave her contact info. She just wanted to contact 311 for any updates using the SR# for any follow-ups.)
466627	12/22/2014	12 FOLSOM/PA CIFIC	11TH ST HARRISON ST SAN FRANCISCO 94103	Patron states: Yes, I need Muni to respond to me on this video pull request. I got a POP Citation when I was en route in this bus from 11th/Harrison. I have a disabled Clipper card and I tagged on the fare meter several times but it did not receive and nothing happened. So I sat down. POP office checked and said my Clipper was last registered 11/19/14 at 9:01am. I just received a letter from SFMTA that I have 25days to pay my \$109 citation. Please help as the video can prove that I did try tagging my Clipper card several times on the meter. . Thank you
466643	12/22/2014	Defunct	18TH ST VALENCIA ST SAN FRANCISCO 94110	ADA Patron/via Spanish interperter stated, that "I got on 33 at Valencia. I ran the bell to get off on Clayton and Market and the driver did not stop."
466667	12/23/2014	K-T-L-M-S (Misc Unsorted)	TARAVAL ST 44TH AVE SAN FRANCISCO 94116	Intended patron stated, "The driver on the L Taraval line with coach number 1488B passed me up again. I was the only person at the bus stop. He does that to me all the time when there are no one else is waiting. This driver is a piece of work. We have altercations in the past. Im in crutches and this driver make it seem like its my fault!"
466679	12/23/2014	38 GEARY	GEARY ST HYDE ST SAN FRANCISCO 94109	Patron states "I am disable and had RTC card. i got on the bus and sitting on the front the bus. The gentleman (POP officer) said there are seat on back of the bus. I show him my id then he said again. I said "do you realize how many people give a hard time. that I am seating here." dont be offense . I ask him his batch number and he refuse and said if i had any complaint i can call 311. . once I give him my id he should said it. he had a attitude. "
466690	12/23/2014	9 SAN BRUNO	21 PATRERO URGENT CARE	I waited 55 min for bus, arrived & implies that he couldnt have another wheel chair on bus. I replied saying theres 1 wheelchair on the bus & muni exclusively have two spaces for wheel chairs. If they were elderly sitting there then he shoulda moved the 3 teenagers from front bus but no driver replies sayn fuck off
466697	12/23/2014	48 QUINTARA/2 4TH STREET	24TH ST FOLSOM ST SAN FRANCISCO 94110	Per Muni patron. Im calling to report the bus driver not picking me up. He said it was full and it was not. Im going to miss my doctors appointment. I see the empty spaces in the back of the bus. He just shut the door on me and took off. Im in a wheelchair. He claimed it was full. He looked for that. I can see spaces in the back there. He just shut the door and took off. He was rude about it thats all. I have a hip spur. This is a special appointment. I have been waiting for 15 minutes. He picked up a couple of people but said he to me it was full.

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466703	12/23/2014	52 EXCELSIOR	ADDISON ST AND DIAMOND HEIGHTS BLVD	Muni patron stated, "They need to install a ramp for wheelchairs and walkers at Addison St near Diamond Heights Blvd. I made a request over a year ago and there is still no ramp installed." Also, At Clay St. near Grant, they have a ramp on one side of the street but not on the other side of the street. On Sutter St and Grant St they need to install a ramp
466706	12/23/2014	28 19TH AVENUE	FULTON ST PARK PRESIDIO BLVD SAN FRANCISCO 94118	Patron stated, that "I am a disabled veteran. I got on the 28 at Fulton and Park Presidio. When I got on the bus there were kids sitting in the disabled area. The kids did not get up, they just looked at me like I was nobody. I asked the driver if he could do something and he ignored me. I asked the driver for his badge number and he refused to give me his badge number. I got off at 19th and Quintara and I had to stand up all the way."
466713	12/23/2014	43 MASONIC	GEARY MASONIC STOP	Elderly female with groceries in shopping cart and who is disabled requested lift. Driver said lift was not for shopping carts only disabled people. He did finally lower lift. Ada does not require person with disability to disclose it. Also lift is not limited to Ada use. Driver needs education.
466738	12/24/2014	5 FULTON	NEW MONTGOMERY	Bus signaled to stop at outpost then sped off even though bus was not full and people were waiting. Flagged bus down and still continued off. Bus driver didnt even stop when someone physically hit the bus to get him to stop! Disabled person was making her way there and he didnt even stop for one second to wait to see if passengers were there. Bus was basically empty too!
466754	12/25/2014	8X BAYSHORE EXPRESS	6TH AND HARRISON	Patron states: "I told the driver that I wanted to get off at 6th and Harrison and he said I had to ring the bell. I am handicapped, I had a cane and there were no seats. He said I should have told someone to give me a seat and that is not my job. He was very rude."
466776	12/26/2014	38 GEARY	GEARY BLVD 5TH AVE SAN FRANCISCO 94118	Passenger stated, "My wife has a walker & driver refuses to lower the lift so she can get on. I want a hearing & be there to specify this."
466787	12/26/2014	29 SUNSET	OCEAN AVE LEE AVE SAN FRANCISCO 94112	ADA Patron states " I was waiting for the 29 bus at Ocean and Lee at the designated stop. The first 29 comes and is full and doesnt stop at the stop, the next 29 came and did the same thing. It didnt stop at the stop but rather close to the sidewalk. I had to run across the street into traffic to get the bus. The bus driver didnt lower the steps for me." I need him to lower the steps. I yelled at him and said the stop is over there. The driver then yelled at me and was trying to intimidate me. This was despicable. He got up from the seat and continued yelling at me. The bus number I think started with a 5 and ended with a 0. I got off at Mission and Russia."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466801	12/27/2014	12 FOLSOM/PACIFIC	2ND ST FOLSOM ST SAN FRANCISCO 94105	Patron states: I am in an electric wheelchair. As I was boarding this bus, the driver seat door was open. I have to make a really tight turn to pass the doors handle and it broke the mount bracket of my wheelchair controller. I got off the bus immediately to check on the damage. Wheelchair parts are expensive. I now understand the wheelchair has to back off and make the turn again at that corner. I am not aware of this in this wheelchair before. I would appreciate if Muni would look and measure the pinch points between the drivers door handle and the wheelchair to be in compliance with ADA parameter, to do something about the driver seat doors handle. I dont now how much itd cost to repair this broken bracket. Thank you
466803	12/27/2014	9 SAN BRUNO	8TH ST MARKET ST SAN FRANCISCO 94102	Patron states this was on the 9 San Bruno bus on 8th and Market st. about 1;41PM sthe driver refused to let us on the bus, because we had a big basket and a black & red bag, and you cant even see whats in it. Another guy had a clear bag from the gap and he had cans and plastic in his. They were all smashed down nice and neat. The driver said I dont allow garbage on my bus. And Then I said this is not garbage. I felt really insulted by that. There were other customers , 8 customers and she would not even let them on the bus. She would not even open the doors and she took off. The bus was not crowded, there were just a few people on the bus. This driver had a very snotty attitude. I am a disabled veteran. Patron states I would like to have a hearing scheduled.
466829	12/28/2014	38 GEARY	GEARY ST HYDE ST SAN FRANCISCO 94109	The patron states: Stop ID14299 I am a senior with disabilities. I am sight impared. The driver kept insisting that I board through the rear. This happens all the time. Wheel chair users are given priority. I cannot see and there is no reason that the driver cannot open the front door even if patrons are in the area. Drivers need to be educated about various disabilities.
466838	12/28/2014	K-T-L-M-S (Misc Unsorted)	WEST PORTAL AVE ULLOA ST SAN FRANCISCO 94127	patron states there was a k that pulled out of the station 5mins ago, i got on the train before that i sat here for 15mins waiting for a train im sick and i have a rtc card for a degenerative bone disease making it hard to walk and i got on that k train but it was the wrong train and when i asked the driver who had not left the station to please let me off he said i dont care its not my problem and he deliberalty pulled off with me trapped on the train he behaved out of a malicious behavior
466882	12/29/2014	19 POLK	FOLSOM ST 7TH ST SAN FRANCISCO 94103	Patron stated"About 8:13PM I had 3-4 minutes before that I had just gotten off the number 12 and I walk to Folsom and 7th Street and I put my bags down and then I saw the bus coming and I waive my crouches up and down and pointed across and I looked at him and he saw me to let him know that Im going across, then as I was almost across the intersection he acted like he was going to pull over and then he accelerated and pull off and some people where walking by saying that was not right. I pointed across that I was going to the destination of the bus stop".

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466901	12/30/2014	Not Specified	POWELL & MARKET, MUNI METRO INFORMATION KIOSK	<p>I am a disabled senior Asian man, and I was showing my disabled and senior Clipper card to the MUNI employee who was working inside the Powell and Market MUNI Metro glass kiosk on Monday, December 29, at 4:30 p.m. The MUNI employee was an African-American woman in her 40s wearing a large necklace and black clothing. She was shouting into her microphone to the lady in front of me try to swipe her Clipper card to gain entry into the MUNI underground. The MUNI employee then shouted at me to "Step back and wait until the doors close." I followed her instructions, and then I swiped my card which would not allow me to enter. (I know that I bought a roundtrip ticket three hours earlier. She then said, "Go to another gate and swipe your card" and again I followed her instructions. My card did not allow me to enter. This MUNI operator then shouted thru her microphone, "Im talking to you; can you not hear me?" "What does the gate readout say?" I replied and said, "yes, I hear you, but if you can please give me a chance to read exactly what the gate readout says, I will tell you." I told her the readout said, "card already used" which is due to that I swiped me card twice now, once in front of her gate and then thru this second gate.</p> <p>She then said, "Come back to this gate and go thru here." I replied "okay." I was extremely upset that this MUNI employee was so angry, aggressive, and rude to me. I am living with AIDS, but does she need to be screaming into the microphone? If she is having a bad day, then dont take it out on law abiding, paying passengers like myself.</p> <p>Thank you very much for your help with this incident. I appreciate it. Happy New Year!</p>
466913	12/30/2014	22 FILLMORE	GOLDEN GATE AVE FILLMORE ST SAN FRANCISCO 94115	<p>Patron stated, that "I walk with a cane and I have a brace on my hand and leg. When the bus stopped at Golden Gate and Fillmore I asked the drier to lower the steps. He turned his head away from me so I asked again. He said "They are lowered". I wanted to get off the bus at Safeway at the Ofarrell stop and he stopped away from the curb and I asked that he lowered the steps. He told me "They are lowered and if thats not good enough you have to get off at the next stop". So, I had to get off at the next stop. This is the second day in a row that this driver did this to me. I hurt my foot when I got off his bus yesterday and this driver did not acknowledge it. I ride the 22 all the time and I have never had this much trouble with any of the drivers. All the other 22 drivers are wonderful."</p>
466914	12/30/2014	K-T-L-M-S (Misc Unsorted)	GOING INBOUND....	<p>Per caller - "I am disabled and in a power wheelchair, I moved towards the door, over the line where the steps let down, the driver let the stairs down qickly- totally caught me off guard, I had to back up fast.. and he laughed at me.. I could have been hurt and he didnt care. I went up to talk to him and he laughed the whole time - he and another Muni employee who was black.. just laughed.. They could have cared less if I was hurt. I want a hearing in person"</p>

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466931	12/30/2014	12 FOLSOM/PA CIFIC	POTRERO AVE 24TH ST SAN FRANCISCO 94110	Patron stated" Two tens came to the bus stop to drop the passenger off and did not pick anybody else up change the sign to not in service and took off, last week two buses beside each other did the same thing and I said Ha to the bus driver I would like to know what bus is leaving next he would not open the door. Today a passenger tried to get a bus driver attention and ask the same question and the guy would not open the door for him, this happen two Tuesdays in a row. I would like to let them know that drivers are dropping passengers off and not picking passengers up and this needs to be looked into and as I mention to you in the beginning Im disable and no sitting at 24th Street and we are standing on the concrete, I have arthritis and Im standing here waiting for another 10 bus".
466937	12/30/2014	38 GEARY	25TH AVE GEARY BLVD SAN FRANCISCO 94121	Patron stated "I was waiting at the stop with two other people. As the bus approached it didnt slow down and we waived. He looked at us and then drove by without stopping and actually sped up while going by. He did it out of a malicious desire to anger and annoy riders for a cheap laugh."
466969	12/31/2014	24 DIVISADERO	DIVISADERO ST EDDY ST SAN FRANCISCO 94115	The patron stated, "Theres a stop at Divisadero and Eddy on the 24 going toward McAllister. The vehicle stop includes a 3 car garage driveway that too steep for me to get up if the vehicle stops there. I have a problem with my spine and its possible that I would fall backwards if let off there, because I cant step up easily. The drivers will usually stop at the bus stop pole, or the garbage can, which are before the driveway. And I always ask, and I ask, dont tell them they have to, Can you please stop at the pole or the garbage can? Almost all the operators are so nice, and they stop either before the driveway or at the tree after it, which also has a curb. The operators that will only stop in the driveway, where there is no curb, will say itll affect my breakers. Ive spoken w/ MUNI, and theyve said the operators can stop at the curb. This operator said Ive had you before and Im not going to stop at the curb and he stops at the driveway, where there is no curb. He says, Im going to stop where it wont affect my breakers. Again, MUNI has said it shouldnt affect the breakers. He stops there, where he knows I cant get up onto the sidewalk. One of the other patrons on the vehicle had to get off and help me up the driveway and then he got back on the vehicle. This was close to 320PM." The caller declined an ADA hearing.
466979	12/31/2014	23 MONTEREY	PALOU AVE 3RD ST SAN FRANCISCO 94124	ADA muni patron states,"We had a number of people waiting for the bus, the bus did not stop to pick of passengers even though we yelling for him to stop. The driver kept going. The bus in front of him tried to get him to stop and he kept going. He flew right past us. I am on crutches and I was standing there and the driver did not stop. I am very upset. What i did was the bus that was trying to stop the 23 which was the 44 bus, I hoped on there and got off at Keith and Palou and waited on the opposite side going toward Monterey Blvd, back to 3rd and Palou. The driver passed up again even though I was banging on the window. He looked at me and did not say anything. Myself and my husband, any king of response would have been fine, like I am out of order but he did not say anything. I want a response of why he did that. I only stood on the other side because I wanted to ask him why he passed us up. I am on crutches and am now walking home, 4 to 5 blocks. I just wanted to ask a question he did not have to almost run me over."

PSR #	Date Logged	Line/Route	Location	FEEDBACK
466982	12/31/2014	5 FULTON	FULTON ST CENTRAL AVE SAN FRANCISCO 94117	<p>Per the caller, he is handicapped w/a cane and from the time he boarded the bus he sensed a negative attitude. He spoke to the driver, she did not reply. He then asked her if the 5L was still running she answered it was not. Due to her tone, he said , "Im only asking you this because I am not familiar w/this line. Will you be stopping at Safeway?. She did not respond to that question either. He then said "someone must be having a bad day. But that doesnt mean you have to be nasty to the passengers." She did let him off at Safeway, and as he was leaving he said to her, "Well I hope ypu have a better evening and Happy New Years". She did not reply but instead, slammed the door. He wanted to report that she had a bad attitude towards someone who was only trying to be nice to her. Maybe she is prejudice towards white people.</p>